

**CÉGEP HERITAGE COLLEGE POLICY #34
CONCERNING THE FRENCH LANGUAGE**

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ADMINISTRATORS: Director General / Academic Dean

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Preamble^{1,2}

As a public college in Quebec, CÉGEP Heritage College (hereinafter referred to as “the College”) has the responsibility to promote the status and importance of the French language. To this end, the College is committed to enabling its students and staff to communicate effectively with their fellow citizens in French. In order to participate fully in the life and culture of Quebec society, the ability to communicate in French is essential.

The assent of the *Act respecting the official and common language of Quebec, French (SQ 2022, chapter 14)* (the “Act”) entailed changes to the content of language policies that CÉGEPs must adopt under the *Charter of the French Language (CQLR, c. C-11)* (the “Charter”). Specifically, the *Act* states:

“88.1... Every institution that provides college instruction (...) must adopt a policy applicable to college-level instruction regarding the use and quality of the French language that promotes respect for the fundamental language rights conferred by this Act and the institution’s contribution to the achievement of the objectives of this Act. (...)”

88.1.1 The institution must also establish mechanisms for the consultation and participation of its students and staff members so they can be involved in the development of the policy.”

Furthermore, Articles 88.2 and 88.3 stipulate that the policy of English-language colleges must prescribe priority admission measures in consideration of each student’s certification, student requirements regarding the command of the French language, the teaching of French as a second language, services provided in the official language, the language used by the institution in its written communications, and the implementation and the procedures for processing complaints regarding its application, etc. Additionally, the College was designated as an English-language institution.

ARTICLE 1

Purpose

The purpose of the present Policy is to ensure compliance with the provisions of the *Charter* and related Regulations as applicable to English-language colleges which came into force June 1, 2022.

ARTICLE 2

Application

The present Policy applies to the teaching of French as a second language in all programs leading to a Diploma of College Studies (DCS) or Springboard to a DCS or an Attestation of College Studies (ACS). Furthermore, the present Policy also applies to communications in French within the College or with outside entities.

As of June 22, 2022, students are designated either Certificate of Eligibility Holders or Non-Certificate Holders by the Government of Quebec.

ARTICLE 3

Provisions

3.1 Admissions Criteria

3.1.1 As of March 1, 2023, all applications to a DCS or Springboard to a DCS Program will be evaluated according to the applicant’s designation in addition to the other MES admission requirements.

3.1.2 As of June 1, 2023, all applicants to an ACS must demonstrate sufficient proficiency in English and French as specified by the ministère de la Langue française or may be required, as a condition of

¹ In the present document, the use of gender-neutral language is used solely for the purpose of simplifying the text and by no means is intended as discriminatory.

² See the [Glossary](#) for explanations of frequently used terms.

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admission, to successfully pass language upgrading courses.

- 3.1.3** In addition to the *Charter* provisions, all applicants to the Nursing Program must meet the language requirements as stipulated in Bylaw #3 Concerning Conditions of Admission.

3.2 Admissions Priority

- 3.2.1** As of March 1, 2023, for each admission round, all applicants in a program shall be evaluated according to Admission Criteria Prioritization of Bylaw #3 Concerning Conditions for Admissions.

3.3 Teaching of French as a Second Language

- 3.3.1** The College shall provide additional linguistic supports including but not limited to a language help centre, tutoring, etc., and actively communicates to students in French in addition to English.
- 3.3.2** The College shall offer French second language courses and other tools for faculty and administrative staff who desire to improve their language skills in its commitment to increase the visibility of both the French language and Quebecois culture, in all its diversity, within the institution.

3.4 Services Offered in French

- 3.4.1** The College shall provide students with access to all services in French. This includes but is not limited to psychological and mental health support, accessibility services, educational assistance, and financial aid.

3.5 Students

- 3.5.1** As of July 1, 2023, all Non-Certificate Holders enrolled in a DCS or Springboard to a DCS will be required to successfully pass three (3) courses of French.
- 3.5.2** As of July 1, 2024, obtaining a DCS will be conditional upon the successful completion of a minimum of three (3) courses given in French, excluding language instruction courses, second language courses, modern languages courses, and physical education courses.
- 3.5.3** The College may permit Certificate Holders to substitute up to three (3) courses of French to three (3) courses in French. The College however is not obligated to offer only courses of French if the College deems that Certificate Holders are capable of taking courses in French.
- 3.5.4** All Non-Certificate Holders admitted in the Fall 2023 or later will be required to pass the French Exit Exam in order to receive their DCS.
- 3.5.5** A minimum of 5% of the total grade of an evaluation must be allotted to the use of proper French.
- 3.5.6** Block B French courses shall ensure the use of the appropriate French terminology in relation to the student's program of instruction.

3.6 Written Communications in French

- 3.6.1** Official written correspondence with the civil administration of Quebec, with legal persons and enterprises established in Quebec shall be in French. However, this correspondence may be accompanied by documentation (bylaws, policies, reports, appendices, etc.) that, by the nature of its development, adoption, presentation, and conservation, exists in English only.
- 3.6.2** Official written correspondence with legal persons established in Quebec that, by their nature, retain a special or bilingual status under the preamble or any article of the Charter, may be in English; without limitation, this includes official written correspondence with other English-language institutions.
- 3.6.3** Notwithstanding Section 3.6.1 above, official written correspondence received in English from a member of the civil administration of Quebec, from legal persons or enterprises established in Quebec will be responded to by the College in English.

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3.6.4 Internal College communications shall be written in English first followed by French.

3.7 Complaints

All complaints in connection with the application of the present Policy or the *Charter* shall be dealt with in accordance with the procedure set forth in [Appendix P34.11](#) attached hereto.

3.8 Consultations

3.8.1 The College shall consult with students and staff mainly through College-wide mandatory wellness surveys in order to collect information on non-pedagogical supports and tools. The results shall be analyzed on a continuous basis in order to adjust measures in place and/or implement new measures to meet the needs of both students and staff.

3.8.2 The College shall communicate the results of the wellness surveys through various methods including but not limited to emails, the Strategic Plan monitoring tool, and presentations at College-wide meetings.

3.8.3 The College shall implement a portal accessible year-round through which students and staff may provide additional feedback to the Director General.

3.8.4 The College shall ensure the composition of an internal committee is comprised of students and staff in order to participate in the Policy revision process and in the drafting of the Ministerial reports.

ARTICLE 4

Roles and Responsibilities

4.1 Board of Governors

The Board approves the present Policy and any revisions thereto.

4.2 Director General

The Director General determines the scope of the present Policy and is responsible for its application, implementation, dissemination, and enforcement.

Every three (3) years, the Director General shall report to the Board of Governors on the application of the present Policy. Once adopted by the Board of Governors, the report shall be sent to the ministère de la Langue française.

The Director General shall notify the ministère de la Langue française subsequent to each revision.

4.3 Academic Dean

The Academic Dean is responsible for the application of all matters related to pedagogy.

4.4 Academic Services and Continuing Education

Academic departments and Continuing Education are responsible for promoting the use of proper French in all course work leading to a DCS or an ACS. Specifically, this entails ensuring that all academic work conforms to standard French, among other things, that: assignments are to be written in full sentences and in paragraph form, whenever appropriate; sentences are to be constructed properly; writing is to be properly punctuated; words are to be used accurately; words are to be spelled correctly.

4.5 Registrar

The Registrar shall ensure that each student accumulates the necessary courses in or of French in order to obtain their DCS.

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4.6 Teaching Staff

Although there are specific courses offered at the College for which the attainment of French language skills is a primary and articulated objective, there is also a responsibility to evaluate the quality of French usage in courses for which the attainment of French language skills is not the primary objective.

In all cases, the teacher will provide marking criteria regarding written and oral French usage for the various types of student evaluations. These criteria must be defined and articulated to the students in a timely fashion. A minimum of 5% of the total grade of an evaluation must be allotted to proper French usage. For an evaluation to be valid, it must be completed entirely in French.

In all cases, the weight given to French usage must be equivalent from section to section of the same course.

In cases where an evaluation does not require the use of the French language, no grade need to be assigned for the quality of French.

A course given in French must be equitably developed for and delivered at the College level to those offered in English. Lecture courses, pedagogical material, course content and evaluations must be fulfilled in French.

4.7 Students

Students are responsible for becoming familiar with the provisions of the present Policy.

For courses where the language of instruction is in or of French, students must communicate, orally and in writing, with the teaching staff in French. Students must therefore submit all their work in French.

4.8 Director of Student Services

The Director of Student Services is responsible for ensuring the application of proper French in the delivery of student services and activities that are offered in French.

4.9 Director of Human Resources

The Director of Human Resources is responsible for disseminating the present Policy to the non-teaching personnel of the College, for encouraging them to employ the use of proper French when it is used in official communications, and for ensuring documents, tools and training are available in French, subject to the request of an individual.

The Director of Human Resources is also responsible for ensuring that related professional development activities are available in French as an option to all personnel.

4.10 Other Services

Senior Staff are responsible for the application of the present Policy in their respective service.

4.11 Committee on French Language and Francization

The College shall institute a committee presided by the Director General as Committee Chair. Other members constitute the Academic Dean, one (1) representative from Senior Staff, one (1) representative from the Student Association, one (1) representative from Professional Staff, and one (1) to a maximum of three (3) from faculty Teaching Staff, and one (1) representative from Support Staff.

The Committee will meet on an ad hoc basis and quorum shall be formed by a simple majority which must include the Chair.

The primary mandate of the Committee shall be the review of the present Policy, propose pertinent survey questions for all students and staff, review feedback on the implementation of language supports and tools, and make recommendations based on survey results and feedback.

The Committee shall prepare and submit a report to the Board of Governors following each meeting.

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ARTICLE 5

Revision

The present Policy will be reviewed at least every five (5) years, or when deemed necessary by Ministry requirements or by the Board.

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GLOSSARY

Act:	<i>Act respecting the official and common language of Québec, French (SQ 2022, chapter 14)</i>
ACS:	The English term used to an attestation d'études collégiales (AEC)
Board:	The Board of Governors of CÉGEP Heritage College
Certificate of Eligibility Holders:	Those who have been designated by the Government of Québec to receive education or training in English.
Charter:	<i>Charter of the French Language (CQLR, c C-11)</i>
College:	CÉGEP Heritage College
DCS:	The English term used for a diplôme d'études collégiales (DEC)
Legal persons:	The term used for entities created by legislation, i.e., a corporation.
MES:	The acronym for the ministère de l'Enseignement supérieur, as specified under Article 72 of the <i>General and Vocational Colleges Act (CQLR, c C-29)</i> .
Non-Certificate Holders:	Those who have been designated by the Government of Québec to receive education or training in French.
Quorum:	The minimum number of group or organization members that must be present for official business to be carried out.
Senior Staff:	The term used for Directors, Coordinators, and Managers as stipulated in the <i>Regulation respecting certain conditions of employment of senior staff of general and vocational colleges (CQLR c C-29, r 0.1)</i> .
Simple majority:	Half of the membership present, plus one (1)
Springboard to a DCS:	A semester in which a student is in the process of obtaining College/program specific admission requirement(s). A student may enroll in Springboard for a maximum of three (3) consecutive semesters.

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Related Document(s)

This document is to be used in conjunction with:

- *Charter of the French Language (CQLR, chapter C-14)*³
- *General and Vocational Colleges Act (c. C-29)*⁴
- CÉGEP Heritage College Bylaw #3 Concerning Conditions of Admission⁵
- CÉGEP Heritage College Policy #5 Concerning the Evaluation of Student Achievement⁶
- CÉGEP Heritage College Policy #43 Concerning Communications and Corporate Identity⁷

³ Copies of this document are available from the Director General's Office.

⁴ *Ibid.*

⁵ Copies of this document are available from the Director General's Office and is available on the College Website.

⁶ *Ibid.*

⁷ *Ibid.*

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Appendix P34.1 – Complaints Process

Filing a Complaint

An individual who has a complaint in connection with the application of the present Policy at the College may file a complaint to request that the situation be rectified.

The complaint must be in writing with a detailed description of the situation giving rise to the complaint, evidence pertaining to the alleged contravention, the date or dates when the alleged contravention occurred, and the specific provisions with which the College did not comply.

The complaint must be dispatched to the Director General (dgo@cegep-heritage.qc.ca). If the complaint involves the conduct of the Director General, it shall be dispatched to the Board of Governors (bogchair@cegep-heritage.qc.ca).

Handling the Complaint

The Director General is responsible for investigating the complaint within thirty (30) days of receipt. If the investigation is not possible within the prescribed time limit, the Director General may extend the time limit by an additional ten (10) days so long as written notice from the Director General is dispatched to the complainant within five (5) days of the expiry of the prescribed time limit.

In the event that the complaint is found to be justified, the College shall take the necessary measures to correct the situation, within reason, as soon as possible. The Director General shall inform the complainant of the redress of the complaint.

The College Committee on French Language and Francization shall be informed of complaints and the measures taken by the Office of the Director General, or the Board of Governors, as the case may be.