

ÉVALUATION DE LANGUE SECONDE · ANGLAIS

Compréhension de l'écrit

Test 1 · Cahier d'entraînement

OCTOBRE 2026

CONTENU DE CE CAHIER

TEST 1

Compréhension de l'écrit

Reading Comprehension

40 questions

60 minutes

NOM

DATE

SCORE

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Compréhension de l'écrit

Reading Comprehension

40 questions **Durée** 60 minutes

Lisez chaque texte, puis choisissez la meilleure réponse, de (1) à (4). Les questions vont des textes de travail les plus courts aux plus longs; les textes et les questions sont en anglais, comme au vrai test. Prévoyez 60 minutes : le test supervisé accorde 90 minutes pour 60 questions, et ce cahier garde ce rythme.

NIVEAU A · QUESTIONS 1 À 9

Textes courts et courants

Read the following text and answer the question.

Hello,

Please send your completed timesheet to Gabrielle Nguyen by 12:45 p.m. on August 9. If Gabrielle is away, send it to Isabelle Gagné at the Client Service Centre. Paper copies may be left in room 5D-139 before lunch.

Thank you,
Payroll Support

1 According to the email, what should employees do if Gabrielle Nguyen is away?

- ☐ 1 Give the paper copy to Gabrielle Nguyen in room 5D-139.
- ☐ 2 Leave the timesheet in room 5D-139 after lunch.
- ☐ 3 Send the timesheet to Isabelle Gagné.
- ☐ 4 Submit the timesheet on August 9 at the Client Service Centre.

Hello,

Labour Relations Division employees who need a pool car on September 27 must send the booking form to Dana Reid by 11:45 a.m. Please do not leave forms in room 1B-483. Quinn Paquette will collect approved keys from reception after lunch.

Thank you,
Administrative Services

2 According to the above email, employees who need a pool car on September 27 must ...

- ☐ 1 leave the booking form in room 1B-483 before 11:45 a.m.
- ☐ 2 send the form to Dana Reid before noon
- ☐ 3 send approved keys to Quinn Paquette by 11:45 a.m.
- ☐ 4 pick up approved keys from reception after lunch

Dear colleagues,

New desks and chairs for the Grants and Contributions Office will arrive on March 10. Delivery staff will begin at 3:30 p.m. Please clear personal items from room 1D-123 before that time. If you have questions about placement, contact Fiona Rossi.

Sincerely,
Uma Ahmed

3 According to the letter, when will delivery staff begin?

- ☐ 1 On March 10 at 3:30 p.m.
- ☐ 2 After personal items are moved on March 10.
- ☐ 3 Before March 10 in room 1D-123.
- ☐ 4 When Fiona Rossi confirms the furniture placement.

The Contracting and Procurement Section is holding a clothing drive for a local charity. Clean coats, gloves and boots may be left in room 5C-252 until 8:30 a.m. on December 14. Julien Girard will take the donations to the charity that morning. For questions, contact Raphaël Sauvé.

4 According to the bulletin, donated clothing must be left...

- ☐ 1 in room 5C-252 before 8:30 a.m. on December 14
- ☐ 2 at the local charity by Julien Girard
- ☐ 3 in the Contracting and Procurement Section after 8:30 a.m.
- ☐ 4 with Raphaël Sauvé on December 14

To all staff,

The Geospatial Data Unit will hold an evacuation drill on February 23 at 9:45 a.m. When the alarm sounds, leave room 3G-479 and meet at the north parking area. Wendy Patel will check attendance there. Tyler Stewart will reopen the office after the drill.

Thank you.

5 According to the memo, staff must...

- ☐ 1 report to Tyler Stewart at 9:45 a.m. in the office
- ☐ 2 return to the office with Wendy Patel after the drill
- ☐ 3 wait in room 3G-479 for Wendy Patel
- ☐ 4 go to the north parking area when the alarm starts

Notice to staff: The lunchroom in the Contracting and Procurement Section will be closed for renovation from April 20 to April 24. During that time, employees may use the temporary eating area in room 3C-311. Questions can be sent to Hannah Martel. The room will reopen on April 27 at 1:45 p.m.

6 According to the notice, employees should use ...

- ☐ 1 the reopened lunchroom on April 20
- ☐ 2 Hannah Martel's office from April 20 to April 27
- ☐ 3 room 3C-311 during the renovation period
- ☐ 4 the lunchroom until April 24 at 1:45 p.m.

Hello,

The shuttle between North Tower and Records Centre will stop after April 4. Fleet Management Section made this change because daily use has fallen and one vehicle must be kept for urgent deliveries. Staff may use the interbuilding walkway or book a pool car for approved trips.

Thank you,

Fleet Management Section

7 According to the above message, the shuttle will stop after April 4 because ...

- ☐ 1 few staff members use it and a vehicle is needed for urgent delivery work.
- ☐ 2 staff may use the walkway or a pool car for approved trips.
- ☐ 3 approved trips will move to a pool car booking process.
- ☐ 4 the route serves North Tower and Records Centre after April 4.

Hello,

You will receive a new access card from the Facilities Management Directorate. Your current card must be replaced because the building readers will be updated on April 10. Please bring your current card when you pick up the new one. If your card is lost, contact Isabelle Bergeron before the replacement date.

Thank you,

Facilities Management Directorate

8 According to the above message, the card replacement is needed because ...

- ☐ 1 a missing card must be reported before the replacement date.
- ☐ 2 the old card must be brought when the new card is collected.
- ☐ 3 the entry system will change on April 10.
- ☐ 4 (None of the above)

Choose the word or group of words that best completes the text.

Subject: Fleet vehicle bookings

Hello,

Starting March 3, employees must book fleet vehicles through the online calendar before sending a travel request. **9** _____, drivers must check that their licence information is current in the system before the trip. The Fleet Management Section will confirm each vehicle by email and prepare the keys and fuel cards after both steps are complete.

Thank you,

Fleet Management Section

9

1

Otherwise

2

In short

3

In addition

4

However

NIVEAU B · QUESTIONS 10 À 23

Notes de service et messages de travail

Read the following text and answer the question.

Subject: Records Software Access

Hello colleagues,

On 15 May, the new records management software will be available to all regional staff. Use your network account to sign in; temporary passwords will not be sent. During the first week, please move new case files into the system instead of saving them on shared drives. Existing files will be transferred later by IT Support Team. A short user guide is attached, and Victor Gauthier will answer access questions sent to the help mailbox. We are sending this note so staff can prepare for the change and know where to get help.

Thank you,

IT Support Team

10

The purpose of the above text is to ...

1

prepare employees to start using the new records system.

2

tell staff how to request temporary passwords for the new system.

3

explain how IT Support Team will transfer existing files later.

4

ask regional staff to send access questions to Victor Gauthier directly.

The Internal Communications Division is preparing summer staffing schedules. To avoid gaps in service, employees are asked to enter their preferred vacation dates by August 9 at 8:30 a.m. Managers will then review requests and confirm approved leave by the middle of the following week. Karine Wong will compile the calendar for the whole division. If two employees from the same team ask for the same period, the manager may suggest alternate dates. Staff who do not plan to take leave in July or August should still reply so the draft schedule is complete.

Questions about leave balances should be sent to François Gagnon, not to Karine.

11 According to the bulletin, why should employees reply even if they are not taking summer leave?

- ☐ 1 So managers can approve all requests by August 9
- ☐ 2 So the division can prepare a complete draft schedule
- ☐ 3 So François can check their remaining leave balances
- ☐ 4 So Karine can suggest alternate dates to each team

Purchase request process

Hello team,

As of May 28, the Grants and Contributions Office will use a revised purchase request procedure for routine office supplies. Before sending a request to Noah Simard, employees must first ask their supervisor to confirm that funds are available. After that, the request form and one price estimate should be emailed to Odile Leclerc, who will review the file and forward approved requests for processing. Noah will answer questions at a short information session in room 2H-186 at 10:00 a.m. on May 28. Attendance is optional, but staff who expect to order supplies in June are encouraged to join.

Thank you,
Odile Leclerc
Grants and Contributions Office

12 According to the above email, employees must ...

- ☐ 1 send their form directly to Noah Simard after getting a price estimate
- ☐ 2 wait until June to email the request form and estimate
- ☐ 3 get a supervisor's confirmation before submitting a supply request
- ☐ 4 attend the May 28 session before any request can be processed

Hello,

Please confirm by April 27 that you have received this welcome package and that the start date shown in your letter of offer is correct. The Staffing Unit will then create your employee record and request your network account.

Before your first day, review the attached checklist and send the completed security declaration through the secure link provided in the message that follows this letter. If any personal information in the package is incorrect, note the change in your reply rather than editing the documents. We look forward to welcoming you to the team and will send orientation materials once your record is opened.

Sincerely,

Manon Okafor
Staffing Unit

13 The person receiving this message must ...

- ☐ 1 confirm receipt and the start-date information by April 27.
- ☐ 2 correct personal details directly in the attached documents.
- ☐ 3 request a network account before the first day.
- ☐ 4 send orientation materials once the employee record is opened.

First day details

Hello Nicolas,

Welcome to the Operations Support Unit. We are looking forward to having you join the team on April 25. Please come to room 9A-200 at 4:15 p.m. for a short introduction with Étienne Doucet, who will show you the workspace and explain how we track service requests. After that, you will meet the rest of the unit and pick up your building pass from reception.

You do not need to bring any equipment on the first day. A laptop and headset have already been set up for you. If you arrive early, please wait at the front desk and ask them to call our office.

Regards,
Maya Chen
Operations Support Unit

14 According to the above email, Nicolas should first ...

- ☐ 1 go to room 9A-200 for an introduction
- ☐ 2 meet the whole unit at the front desk
- ☐ 3 collect his building pass from reception
- ☐ 4 bring his laptop and headset to the office

To: All staff
From: Professional Development Office
Date: May 9
Subject: New Employee Welcome

Hannah MacDonald has accepted the program adviser position and will join the office today. We have arranged a short welcome so she can meet colleagues before beginning her orientation file review. On May 9, please be ready at 10:15 a.m. to welcome her and introduce your current files in plain language. Managers should bring the one-page project summaries they use with new staff. If your team has urgent service coverage, send one representative and share the notes afterward. The Professional Development Office will collect any questions about training access after the welcome and will answer them in a follow-up message.

15 What must staff do on May 9?

- ☐ 1 Send questions about training access before the welcome begins.
- ☐ 2 Bring urgent service coverage notes for the Professional Development Office.
- ☐ 3 Welcome Hannah MacDonald at 10:15 a.m. and briefly explain their files.
- ☐ 4 Prepare a new orientation file review for the Professional Development Office.

Hello,

The workplace charitable campaign has reached the midpoint, and participation is lower than in previous years. The Social Activities Committee is extending the campaign to January 22 so that teams have more time to submit pledge forms or register small fundraising activities. Participation remains voluntary, and employees may choose any registered Canadian charity.

Managers are asked to share this update with employees who do not regularly read committee messages. The committee will post a brief progress chart on the intranet next week, but it will show totals by branch only and will not identify donors. Thank you to everyone who has already contributed or helped organize an activity.

Regards,

Social Activities Committee
Workplace Services Directorate

16 What is the main idea of the above message?

- ☐ 1 The intranet chart will list donors along with branch results.
- ☐ 2 The committee is limiting donations to a selected registered charity.
- ☐ 3 The campaign period is being lengthened to allow additional contributions.
- ☐ 4 Managers need to forward the update to staff who may miss committee messages.

The Public Enquiries Office has adopted a common tracking note for all written enquiries received through the general inbox. The change follows a review showing that several files were handled correctly but were difficult to trace when a client wrote again.

Starting June 3, staff will add one brief note after each reply is sent. The note should state the topic, the date of the response, and whether another unit supplied information for the answer. Enquiries that need records from a regional office or that may take more than five business days to resolve should also be marked for follow-up. Supervisors will check the notes weekly and share examples of clear wording at the next team discussion.

17 According to the above message, staff must add a follow-up mark when ...

- ☐ 1 a client has already written again about the same file.
- ☐ 2 a regional office must provide records for the response.
- ☐ 3 a supervisor plans to review the tracking notes that week.
- ☐ 4 another unit supplied information used in the written answer.

Hello,

The Administrative Services Office is sending this reminder because several audiovisual loans have recently been delayed by incomplete requests. Staff who need a projector, speaker set or web camera from room 4A-314 should submit the online loan form at least two business days before the equipment is needed. The request must include the meeting date, the type of equipment and the name of the employee who will pick it up.

Equipment is signed out for the day of the activity and must be returned to room 4A-314 before the office closes that same day. If an item stops working, tell the Administrative Services Office when you return it so that the next booking can be adjusted.

Thank you,

Administrative Services Office

18 What is the main idea of the above message?

- ☐ 1 Staff should request audiovisual equipment on the day of their activity and return it after use.
- ☐ 2 Staff are being asked to report damaged audiovisual items before they pick up equipment.
- ☐ 3 Staff must borrow audiovisual equipment from room 4A-314 only for meetings held there.
- ☐ 4 (None of the above)

August 8

Dear colleague,

I am writing because the Occupational Health and Safety Committee is updating the annual list of workplace inspection priorities. Last spring, several employees mentioned storage areas, shared equipment and outdoor walkways as issues that should be reviewed before winter.

Please look at the attached summary and confirm whether the concerns for your floor are still current. If a concern has been resolved, add a brief note so the committee can remove it from the next inspection plan. New concerns may also be added, provided they relate to health or safety.

Please send your comments to me by August 18. We will combine the replies and share the revised priority list with managers later in the month.

Sincerely,

Paul Dubé

Occupational Health and Safety Committee

19 The person receiving this message must ...

- ☐ 1 remove every storage area from the next inspection plan.
- ☐ 2 share the revised priority list with managers later in the month.
- ☐ 3 send comments on the inspection priorities by August 18.
- ☐ 4 add new concerns even when they are unrelated to safety.

To: Public Consultations Unit staff

From: Élise Arsénault

Date: July 6

Subject: Partner Meeting Preparation

Please prepare two short points for next week's discussion with our partner organization. The partner has reviewed our consultation calendar and wants to understand how we choose communities for early engagement.

Use the latest planning note as your source, not the older briefing deck saved in the shared folder. The note includes the current selection factors and a recent example from the northern outreach pilot. If your work involves online sessions, add one practical lesson about registration or moderation. We do not need full speaking notes yet; the goal is to agree on the common messages before the meeting package is drafted.

Send your points to me by July 9 so I can combine them for the unit.

20 According to the above message, ...

- ☐ 1 the northern outreach pilot is the source for all staff.
- ☐ 2 the older briefing deck contains the current selection factors.
- ☐ 3 staff should base their points on the latest planning note.
- ☐ 4 the meeting package has already been drafted for the partner.

To: All branch employees
From: IT Support Team
Date: April 9, 2026
Subject: Shared document folders

Several teams have reported difficulty identifying the current version of shared documents, so we are introducing a simpler folder structure for the branch drive. Beginning April 20, approved templates and final reference materials should be saved in Common Resources. Working drafts should remain in your team folder until they are approved for wider use.

Please use short file names that include the fiscal year and your division acronym. This will help search results and reduce duplicate copies. On April 24, the IT Support Team will archive older duplicates found outside the new folders. No documents will be removed without checking with the owner first. If your team needs help moving a large set of files, send a request through the regular support portal.

21 What is the purpose of the memo?

- ☐ 1 To explain revised practices for saving and organizing shared branch documents.
- ☐ 2 To require every team to ask for help before moving files to new folders.
- ☐ 3 To announce that older duplicate documents will be removed from the branch drive.
- ☐ 4 (None of the above)

Choose the word or group of words that best completes the text.

To: Pay Services Division staff
From: Tyler Simard
Date: January 23
Subject: Overtime approval

Several recent overtime claims have been delayed because Pay Services could not confirm that the extra hours had been approved in advance. Managers must now send written authorization before employees work extra hours. This **22** _____ must be attached to the claim when it is submitted, along with the employee's regular timesheet. Claims that include both documents will be processed in the usual pay cycle. Pay Services will not return a claim **23** _____ it arrives without the manager's authorization. Please use the standard mailbox for questions so that responses can be tracked.

22

- ☐ 1 request
- ☐ 2 schedule
- ☐ 3 timesheet
- ☐ 4 authorization

23

- ☐ 1 after
- ☐ 2 because
- ☐ 3 although
- ☐ 4 unless

Textes complexes et nuances fines

Read the following text and answer the question.

Shared data rules improve analysis most when they clarify judgement, not when they simply add controls. A review by the Data Analysis Unit compared three projects in which analysts requested access to datasets classified at different sensitivity levels. Security specialists approved the requests more quickly when analysts explained how variables would be combined, because the explanation made the privacy risk easier to assess. Where analysts submitted the standard checklist without that context, specialists asked for several follow-up notes, even though the proposed use was similar.

The finding points to a practical adjustment. Access forms should prompt analysts to describe the analytical purpose and likely linkages in plain language before security screening begins. The change would not reduce security review; it would help specialists focus on the risks that are specific to the proposed analysis.

24 The purpose of the above text is to ...

- ☐ 1 explain that quicker approvals depend mainly on the sensitivity level assigned to each dataset.
- ☐ 2 compare sensitivity levels assigned to datasets used in three projects.
- ☐ 3 recommend that access requests include clearer explanations of intended analysis.
- ☐ 4 show that standard checklists should be accepted when proposed uses are similar.

An internal audit of file handling practices in the Language Services Sector reviewed requests closed between April and December. The audit did not find evidence that staff were altering records after approval. However, it noted that several teams keep shadow spreadsheets to track urgent requests because the central system does not display sequence changes clearly once work is reassigned.

This workaround helped managers respond quickly during peak periods, but it also created differences between local records and the official system when updates were entered late. As a result, the audit recommends improving the system display before prohibiting the spreadsheets. Immediate prohibition could remove a practical control without fixing the source of the inconsistency.

Ryan Stewart will discuss implementation options with Jacques Cloutier on May 18 at 3:15 p.m. in room 5C-492 before recommendations are finalized.

25

What can be concluded about the audit's position on shadow spreadsheets?

- ☐ 1 They created inconsistencies because managers relied on them instead of entering updates in the official system as required during every reassignment.
- ☐ 2 They should remain in place until the system problem is addressed.
- ☐ 3 They are the main proof that staff changed records after approval.
- ☐ 4 They improved response times, so the audit proposes keeping them permanently across the Language Services Sector.

The Workplace Wellness Office has approved a policy change following a review of complex program files that involved repeated urgent requests, hostile correspondence or significant overtime. These files will now include an early mental health risk note prepared by program officers and updated when conditions change. The note is intended to identify pressures in the work environment before they become a staffing or service issue.

Program officers are expected to describe observable factors, such as volume spikes, emotionally charged client contact and competing approval chains. Personal medical details are outside the note. When a risk is identified, the file lead must decide whether to adjust timelines, add peer review or request support from the Workplace Wellness Office. The file lead also records the reason when no change is made.

Responsibility for resolving health concerns remains with the appropriate support channels. The policy creates a common record so that operational decisions take account of foreseeable psychological strain as files move through approval.

26 The main idea of the above text is that ...

- ☐ 1 program officers must list observable factors such as volume spikes and difficult client contact.
- ☐ 2 mental health risks should be recorded early so operational choices reflect workplace pressure.
- ☐ 3 file leads may adjust timelines, add peer review or seek wellness support.
- ☐ 4 complex files were reviewed because urgent requests and overtime had become common.

June 22 review

Hello Inès,

Before our discussion in room 1C-462 at 1:00 p.m. on June 22, I want to clarify how the Data Analysis Unit should frame the program evaluation findings. The current draft gives prominent space to the satisfaction survey because it is the newest source, but that choice may mislead readers. The survey reached a large number of participants; however, the response pattern was uneven across regions, and several of the strongest ratings came from projects that had received extra support during the pilot year.

For that reason, I do not think we should discard the survey, but we should treat it as supporting evidence rather than the central measure of program success. Administrative data and follow-up interviews point in the same direction, although with more modest effects. If we present the survey first, executives may conclude that outcomes improved uniformly, which the full record does not show.

Could you revise the summary note before I send it to Laurence Thompson?

Thanks,

Laurence Thompson

Data Analysis Unit

27 Why does the writer want the survey to have a limited role in the evaluation summary?

- ☐ 1 Its sample was small because few participants responded.
- ☐ 2 It contradicts the administrative data and the interview findings.
- ☐ 3 It was collected too recently to be compared with earlier sources.
- ☐ 4 Its positive results may overstate the program's overall impact.

Extract from an internal review prepared by Victor Hughes, Information Management Division, after a sampling of grants and contributions files closed in the fourth quarter.

The review found that most files contained the documents required to justify payment, but the order in which they were stored made later verification unnecessarily slow. Program officers often saved correspondence in personal folders before moving selected messages into the official repository. That practice did not usually affect the initial funding decision; however, it made it harder to demonstrate, several months later, why a condition had been waived or amended. In two files, the missing context was reconstructed from email chains kept outside the repository.

Élise Dubé noted at the April 18 discussion in room 2A-239 that stricter naming rules by themselves would not solve the problem. The central issue was that staff treated the repository as a final archive rather than a working record. For that reason, the review recommends earlier capture of key exchanges during negotiation, even if some documents are later superseded.

28 What does the review identify as the main problem with current filing practices?

- ☐ 1 Waived conditions are usually undocumented in every funding file.
- ☐ 2 Important context is entered into the official record too late.
- ☐ 3 Program officers lack the documents needed to approve payments.
- ☐ 4 Staff apply file-naming rules inconsistently across the repository.

Extract from an internal analysis prepared for the Pay Services Division on June 20.

Recent complaints about delayed replies do not show a uniform decline in service quality. The file review led by Victor Gauthier found that routine enquiries were answered within the published standard in 88 per cent of cases, a rate close to last year's result. However, the same review noted a sharper drop for files requiring coordination with another unit, especially when staff had to clarify incomplete information before a payment could be issued.

Raphaël Poulin cautioned at the 9:45 a.m. discussion in room 3D-379 that adding a second approval step to every request would make the statistics appear stricter without addressing the source of delay. He argued instead for earlier contact with employees whose forms are missing essential details, since these files remain inactive for several days before an advisor follows up. The analysis therefore recommends a targeted response: revise the public guidance for complex cases and test a triage script before changing the general service standard.

29 According to the above extract, the analysis recommends that the division ...

- ☐ 1 apply a second approval step to all pay requests
- ☐ 2 delay follow-up until missing information has been fully verified
- ☐ 3 focus on complex files before altering the overall standard
- ☐ 4 treat routine enquiries as the main source of service decline

Dear Jasmine Taylor,

Further to our discussion of March 19 at 11:45 a.m. in room 8A-404, I am writing to clarify the Program Evaluation Directorate's position on the proposed change to team lead assignments during the bargaining consultation period.

The Directorate is not contesting the union's concern that repeated short-term reassignments can create uncertainty for employees. Our concern is narrower. The draft approach would require prior consultation for any temporary redistribution of supervisory duties, including situations lasting only a few days because of illness or travel. In our view, that threshold would reduce a manager's ability to maintain service continuity and would shift discussion away from the cases that genuinely alter reporting relationships.

We would therefore support a requirement to consult where a temporary assignment is expected to exceed fifteen working days or where it changes the employee's substantive reporting line. Evan Patel can provide examples from recent files if that would assist your review. This position seeks a workable distinction, not an exemption from consultation.

Sincerely,

Evan Patel

Program Evaluation Directorate

30 Why does the author oppose the draft approach as written?

- ☐ 1 It would prevent consultation on changes that last more than fifteen working days.
- ☐ 2 It would make all supervisory changes permanent during bargaining.
- ☐ 3 It would transfer staffing authority from managers to the union.
- ☐ 4 It would require consultation even for very brief duty changes.

After several remote-access alerts were linked to expired contractor accounts, affected employees were told that some credentials may be suspended while the Information Security Unit reviews access histories. Program officers support a firmer control, because dormant accounts create audit findings and make incident tracing slower. Automatic lockout is a familiar remedy in the secure portal and would reduce the number of exceptions that officers must justify. **31** _____, applying the same rule to shared testing accounts before ownership is confirmed would interrupt evidence collection for two grant systems under review. The unit is therefore proposing a staged suspension: personal accounts with no recent activity will be disabled first, while shared accounts will be mapped to business owners before action is taken. Employees are asked to report unexpected access prompts, as those reports will help distinguish misuse from incomplete account records.

31

1 However

2 Consequently

3 In other words

4 In that case

To: Branch Heads

From: Inès Simard

Date: 12 May 2026

Subject: Workplace Language Survey

Several branches have reported that employees hesitate to use the official language of their choice during collaborative work, even where bilingual capacity exists. The Official Languages Secretariat will circulate a confidential survey to better understand how these situations arise. The questions ask which language employees use in meetings, how supervisors manage bilingual discussions, whether shared tools are available in both official languages and whether translated templates arrive in time to support the work. Responses will be summarized by branch and kept apart from performance discussions; recurring issues that require a formal remedy will be referred through existing channels after the analysis. The Secretariat will use the results to assess the **32** _____ in each branch before recommending targeted measures. Branch heads should encourage participation by explaining that the exercise concerns daily work practices and practical barriers observed by employees.

32

1 document translation workload

2 individual language proficiency

3 formal remedy process

4 day-to-day language environment

Read the following sentence and answer the question.

Although union representatives raised access concerns, the Sustainable Development Division asked security specialists to review depot-entry data to support planned charging stations.

33 Which of the following BEST DESCRIBES the above sentence?

- ☐ 1 Because union representatives raised access concerns, the Division asked security specialists to examine depot-entry data for planned charging stations.
- ☐ 2 After access concerns were raised, security specialists asked the Division to review depot-entry data supporting planned charging stations.
- ☐ 3 Union representatives raised access concerns, and the Division sought a security review that confirmed depot-entry access for planned charging stations.
- ☐ 4 Access concerns from union representatives did not prevent the Division from seeking security specialists' review of depot-entry data for planned charging stations.

Although regional teams have completed the password audit requested by the Information Security Unit, program officers must still verify high-risk accounts before expanded remote access is approved.

34 Which of the following BEST DESCRIBES the above sentence?

- ☐ 1 With the regional audit finished, program officers are required to review every account before expanded remote access receives approval.
- ☐ 2 Completion of the unit's password audit by regional teams leaves program officers responsible for checking high-risk accounts ahead of broader remote access approval.
- ☐ 3 The audit's completion by regional teams is presented as the reason program officers have to examine high-risk accounts before wider access is cleared.
- ☐ 4 Regional teams still need to finish the unit's password audit, while program officers screen high-risk accounts before remote access expands.

Although external partners already use encrypted channels for most exchanges, the Information Security Unit found that managers still approve exceptions inconsistently. The unit advises managers to document each approved exception so external partners receive timely access without weakening the rationale for security controls.

35 Which of the following BEST DESCRIBES the above text?

- ☐ 1 Even with encryption used for every partner exchange, the unit noted uneven managerial approvals and recommended managers' records for access and security reasons.
- ☐ 2 In spite of routine partner encryption, uneven exception approvals led the unit to ask partners for records supporting access and security reasons.
- ☐ 3 Despite partners' usual encryption, the unit found uneven managerial exception approvals and advised managers to record them for partner access and security reasons.
- ☐ 4 Partners' regular encryption was the reason the unit noted inconsistent managerial approvals and proposed managers' records for partner access and security justification.

The Contracting and Procurement Section recommends that senior management ask external partners to disclose potential conflicts before new service arrangements are approved. Although this step may lengthen early negotiations, it is intended to strengthen procurement integrity by giving reviewers a fuller basis for assessing risks.

36 Which of the following BEST DESCRIBES the above text?

- ☐ 1 Senior leaders should seek partners' conflict declarations before approval, despite possible early delays, to give reviewers better grounds for integrity decisions.
- ☐ 2 Leaders are advised to collect partner conflict declarations before approval, accepting possible delays and reporting stronger integrity from better risk review.
- ☐ 3 The section advises external partners to obtain conflict statements from senior management before approval, despite possible negotiation delays and for stronger integrity checks.
- ☐ 4 The section requires leaders to obtain conflict declarations from partners before approval, accepting possible delays to support integrity through better risk review.

Several recent procurement files in the Contracting and Procurement Section have involved suppliers that previously worked with program areas on advisory tasks. The files were compliant with delegated authorities, yet the sequence of early market soundings, draft statements of work and evaluation planning created an appearance risk beyond checklist completion.

Program officers remain best placed to describe operational needs, and their contact with industry can improve technical accuracy when it is recorded promptly. However, when the same officers help refine requirements after receiving informal supplier input, managers should consider whether a second review is needed before the solicitation is released. The review would examine the record of communications, the rationale for mandatory criteria and the proposed evaluation roles. It would be proportionate: a low-value purchase with routine specifications may need only a brief note, while a complex or sensitive file may require documented challenge by a manager outside the project team. This approach is recommended because integrity concerns usually arise from a pattern of decisions more than from a single prohibited act. Applying identical scrutiny to each file would slow urgent purchases with little gain in fairness. A targeted managerial review would give program officers a clearer basis for continuing necessary discussions while showing suppliers that potential advantage has been considered before award.

37 It can be inferred from the above text that ...

- ☐ 1 recorded industry contact generally removes the need for added scrutiny.
- ☐ 2 some formally compliant procurements may call for additional managerial attention.
- ☐ 3 managers outside the project team should challenge routine low-value purchases in writing.
- ☐ 4 (None of the above)

38 The purpose of the above text is to ...

- ☐ 1 assign external managers to document challenges on low-value purchases with routine specifications.
- ☐ 2 show that completed checklists adequately address appearance risks in compliant procurement files.
- ☐ 3 require program officers to seek a second review for routine purchases involving industry contact.
- ☐ 4 (None of the above)

The Internal Audit Section found that the control framework for workplace accommodation files is generally well documented, but its effectiveness depends on consultation that currently occurs too late in several branches.

Managers have introduced checklists, approval thresholds and sample reviews to improve consistency. Union representatives, however, reported that they usually see these tools after local procedures have been drafted. As a result, comments about privacy wording, workload assumptions and the sequencing of employee contacts are handled as exceptions instead of being considered when the control is designed. Files reviewed by the audit team showed fewer revisions when managers sought union observations before confirming the local procedure, even when the final decision remained with management.

The audit also noted that informal exchanges are frequent and constructive, yet they leave little evidence that recurring concerns are being tracked across branches. Managers described the absence of a common record as efficient, because sensitive issues can be settled quickly. Union representatives saw the same practice as uneven, since one office may resolve a concern that another office continues to repeat.

The Internal Audit Section therefore treats early, documented engagement as a control activity that also supports labour-relations considerations. A short record of the issue raised, the response and the reason for accepting or declining a suggestion would help demonstrate fairness without requiring managers to share personal case details. This approach would preserve managerial accountability while making the design of controls more reliable.

39 It can be inferred from the above text that ...

- ☐ 1 a common record would mainly help managers settle sensitive issues more quickly.
- ☐ 2 informal exchanges are most useful when sensitive issues must be settled quickly.
- ☐ 3 privacy wording concerns arise chiefly because branches lack checklists and sample reviews.
- ☐ 4 early union input can prevent repeated adjustments to local control procedures.

40 The author of the above text suggests that ...

- ☐ 1 informal exchanges are constructive enough when managers use them to resolve sensitive cases efficiently.
- ☐ 2 documented engagement should be valued chiefly because it settles sensitive issues quickly across branches.
- ☐ 3 union input is most useful after tools have been drafted and local procedures confirmed.
- ☐ 4 early recorded consultation can strengthen controls while leaving managerial authority intact.

Corrigés et niveaux

Un point par bonne réponse, sans pénalité pour les mauvaises réponses. Comptez vos bonnes réponses à chaque test, puis lisez votre niveau dans le tableau qui suit son corrigé.

Test 1. Compréhension de l'écrit

01 (3)	02 (2)	03 (1)	04 (1)	05 (4)	06 (3)	07 (1)	08 (3)
09 (3)	10 (1)	11 (2)	12 (3)	13 (1)	14 (1)	15 (3)	16 (3)
17 (2)	18 (4)	19 (3)	20 (3)	21 (1)	22 (4)	23 (4)	24 (3)
25 (2)	26 (2)	27 (4)	28 (2)	29 (3)	30 (4)	31 (1)	32 (4)
33 (4)	34 (2)	35 (3)	36 (1)	37 (2)	38 (4)	39 (4)	40 (4)

N°	Rép.	Type	Bonne réponse
1	(3)	Niveau A · Texte et question	Send the timesheet to Isabelle Gagné. Vous deviez repérer la consigne de remplacement. La preuve est dans la phrase « If Gabrielle is away, send it to Isabelle Gagné at the Client Service Centre. »
2	(2)	Niveau A · Texte et question	send the form to Dana Reid before noon Vous devez repérer l'action demandée aux employés qui veulent une voiture. La preuve est dans « Labour Relations Division employees who need a pool car on September 27 must send the booking form to Dana Reid by 11:45 a.m. » ; « before noon » reformule correctement « by 11:45 a.m. ».
3	(1)	Niveau A · Texte et question	On March 10 at 3:30 p.m. La réponse se trouve dans une phrase explicite sur l'horaire. La preuve est « Delivery staff will begin at 3:30 p.m. » et l'autre phrase donne la date du même envoi : « New desks and chairs for the Grants and Contributions Office will arrive on March 10. »
4	(1)	Niveau A · Texte et question	in room 5C-252 before 8:30 a.m. on December 14 Il fallait repérer le lieu et l'heure limite de dépôt. La preuve est dans « Clean coats, gloves and boots may be left in room 5C-252 until 8:30 a.m. on December 14. »
5	(4)	Niveau A · Texte et question	go to the north parking area when the alarm starts La consigne à suivre pendant l'exercice est donnée directement. La preuve est dans « When the alarm sounds, leave room 3G-479 and meet at the north parking area. »
6	(3)	Niveau A · Texte et question	room 3C-311 during the renovation period Le texte indique clairement quel endroit utiliser pendant les travaux. La preuve est « During that time, employees may use the temporary eating area in room 3C-311. »

N°	Rép.	Type	Bonne réponse
7	(1)	Niveau A · Texte et question	few staff members use it and a vehicle is needed for urgent delivery work. La phrase « Fleet Management Section made this change because daily use has fallen and one vehicle must be kept for urgent deliveries. » donne la raison : il y a moins d'utilisation et le véhicule doit servir aux livraisons urgentes.
8	(3)	Niveau A · Texte et question	the entry system will change on April 10. La raison est donnée dans la phrase « Your current card must be replaced because the building readers will be updated on April 10. » Elle indique que le système d'accès changera le 10 avril.
9	(3)	Niveau A · Texte à compléter	In addition Le texte présente deux démarches à accomplir avant la préparation des clés. La phrase avec l'espace devient : « In addition, drivers must check that their licence information is current in the system before the trip. » L'indice est « The Fleet Management Section will confirm each vehicle by email and prepare the keys and fuel cards after both steps are complete. »
10	(1)	Niveau B · Texte et question	prepare employees to start using the new records system. Le courriel annonce le lancement et les étapes de préparation. La preuve est : « We are sending this note so staff can prepare for the change and know where to get help. »
11	(2)	Niveau B · Texte et question	So the division can prepare a complete draft schedule Le bulletin donne la raison explicitement. La preuve est dans « Staff who do not plan to take leave in July or August should still reply so the draft schedule is complete. ».
12	(3)	Niveau B · Texte et question	get a supervisor's confirmation before submitting a supply request Vous devez d'abord obtenir la confirmation de votre gestionnaire avant d'envoyer la demande. La preuve se trouve dans la phrase « Before sending a request to Noah Simard, employees must first ask their supervisor to confirm that funds are available. »
13	(1)	Niveau B · Texte et question	confirm receipt and the start-date information by April 27. La personne doit confirmer deux renseignements avant la date indiquée; la preuve est « Please confirm by April 27 that you have received this welcome package and that the start date shown in your letter of offer is correct. »
14	(1)	Niveau B · Texte et question	go to room 9A-200 for an introduction Le message indique clairement la première démarche à faire. La preuve se trouve dans « Please come to room 9A-200 at 4:15 p.m. for a short introduction with Étienne Doucet ».
15	(3)	Niveau B · Texte et question	Welcome Hannah MacDonald at 10:15 a.m. and briefly explain their files. Le personnel doit accueillir la nouvelle collègue à 10 h 15 et présenter brièvement ses dossiers. La preuve est la phrase « On May 9, please be ready at 10:15 a.m. to welcome her and introduce your current files in plain language. »
16	(3)	Niveau B · Texte et question	The campaign period is being lengthened to allow additional contributions. L'idée principale est la prolongation de la campagne afin de donner plus de temps pour participer; la preuve est « The Social Activities Committee is extending the campaign to January 22 so that teams have more time to submit pledge forms or register small fundraising activities. »

N°	Rép.	Type	Bonne réponse
17	(2)	Niveau B · Texte et question	a regional office must provide records for the response. La marque de suivi s'applique notamment lorsque des documents doivent venir d'un bureau régional. La preuve est la phrase « Enquiries that need records from a regional office or that may take more than five business days to resolve should also be marked for follow-up. »
18	(4)	Niveau B · Texte et question	(None of the above) Aucun choix proposé ne résume correctement le message. Le choix qui parle du jour même contredit « Staff who need a projector, speaker set or web camera from room 4A-314 should submit the online loan form at least two business days before the equipment is needed. »; celui qui parle de signaler les problèmes avant l'emprunt déforme le moment du signalement, et celui qui limite les réunions à la salle ajoute une condition absente.
19	(3)	Niveau B · Texte et question	send comments on the inspection priorities by August 18. La personne qui reçoit la lettre doit envoyer ses commentaires avant la date indiquée. La phrase qui le montre est : « Please send your comments to me by August 18. »
20	(3)	Niveau B · Texte et question	staff should base their points on the latest planning note. Le mémo précise quel document doit servir de base aux points préparés. La preuve est : « Use the latest planning note as your source, not the older briefing deck saved in the shared folder. »
21	(1)	Niveau B · Texte et question	To explain revised practices for saving and organizing shared branch documents. Le message présente une nouvelle façon de classer les documents partagés et donne les consignes qui l'accompagnent. La preuve est la phrase « Several teams have reported difficulty identifying the current version of shared documents, so we are introducing a simpler folder structure for the branch drive. »
22	(4)	Niveau B · Texte à compléter	authorization Le mot « authorization » reprend le document que les gestionnaires doivent envoyer avant les heures supplémentaires. Dans la phrase « This authorization must be attached to the claim when it is submitted, along with the employee's regular timesheet. », il s'agit du document exigé pour traiter la demande.
23	(4)	Niveau B · Texte à compléter	unless Le mot « unless » établit la condition qui entraîne le retour de la demande. La phrase complète est « Pay Services will not return a claim unless it arrives without the manager's authorization. », ce qui correspond à la règle selon laquelle les demandes complètes sont traitées normalement.
24	(3)	Niveau C · Texte et question	recommend that access requests include clearer explanations of intended analysis. Le but ressort de « Access forms should prompt analysts to describe the analytical purpose and likely linkages in plain language before security screening begins. » Le texte présente donc une amélioration précise aux formulaires de demande d'accès.
25	(2)	Niveau C · Texte et question	They should remain in place until the system problem is addressed. Vous deviez inférer une position nuancée, non une approbation générale. La phrase décisive est « As a result, the audit recommends improving the system display before prohibiting the spreadsheets. »

N°	Rép.	Type	Bonne réponse
26	(2)	Niveau C · Texte et question	mental health risks should be recorded early so operational choices reflect workplace pressure. Le texte présente une politique qui formalise un relevé précoce des risques afin d'intégrer la pression psychologique aux décisions opérationnelles. La phrase clé est : « The policy creates a common record so that operational decisions take account of foreseeable psychological strain as files move through approval. »
27	(4)	Niveau C · Texte et question	Its positive results may overstate the program's overall impact. Le courriel explique que le sondage ne doit pas être la mesure centrale parce qu'il pourrait donner une image trop favorable et trop uniforme des résultats. La preuve se trouve dans « If we present the survey first, executives may conclude that outcomes improved uniformly, which the full record does not show. »
28	(2)	Niveau C · Texte et question	Important context is entered into the official record too late. Vous deviez relever l'idée centrale de l'analyse, pas un détail secondaire. La preuve se trouve dans « The central issue was that staff treated the repository as a final archive rather than a working record. »; cela appuie l'idée que l'information contextuelle est versée trop tard au dossier officiel.
29	(3)	Niveau C · Texte et question	focus on complex files before altering the overall standard Vous devez retenir la recommandation nuancée de la conclusion. La preuve est dans « The analysis therefore recommends a targeted response: revise the public guidance for complex cases and test a triage script before changing the general service standard. »
30	(4)	Niveau C · Texte et question	It would require consultation even for very brief duty changes. L'auteur ne rejette pas la consultation en général; il critique la portée trop large de la version proposée. La preuve est dans « The draft approach would require prior consultation for any temporary redistribution of supervisory duties, including situations lasting only a few days because of illness or travel. »
31	(1)	Niveau C · Texte à compléter	However La phrase oppose l'avantage général du verrouillage automatique à un effet problématique dans un cas particulier : « However, applying the same rule to shared testing accounts before ownership is confirmed would interrupt evidence collection for two grant systems under review. » La nuance est confirmée par la solution graduelle : « The unit is therefore proposing a staged suspension: personal accounts with no recent activity will be disabled first, while shared accounts will be mapped to business owners before action is taken. »
32	(4)	Niveau C · Texte à compléter	day-to-day language environment L'expression choisie couvre l'ensemble des pratiques quotidiennes visées par le sondage : « The Secretariat will use the results to assess the day-to-day language environment in each branch before recommending targeted measures. » L'indice est « The questions ask which language employees use in meetings, how supervisors manage bilingual discussions, whether shared tools are available in both official languages and whether translated templates arrive in time to support the work. »
33	(4)	Niveau C · Meilleure description	Access concerns from union representatives did not prevent the Division from seeking security specialists' review of depot-entry data for planned charging stations. La reformulation conserve l'idée que les préoccupations n'ont pas empêché la demande de révision. La preuve est « Although union representatives raised access concerns, the Sustainable Development Division asked security specialists to review depot-entry data to support planned charging stations. »

N°	Rép.	Type	Bonne réponse
34	(2)	Niveau C · Meilleure description	Completion of the unit's password audit by regional teams leaves program officers responsible for checking high-risk accounts ahead of broader remote access approval. La phrase indique que l'audit est terminé tout en maintenant une vérification ciblée avant l'accès élargi. La preuve est « Although regional teams have completed the password audit requested by the Information Security Unit, program officers must still verify high-risk accounts before expanded remote access is approved. »
35	(3)	Niveau C · Meilleure description	Despite partners' usual encryption, the unit found uneven managerial exception approvals and advised managers to record them for partner access and security reasons. La reformulation conserve la concession, le constat d'approbations inégales et le but de la documentation : « Although external partners already use encrypted channels for most exchanges, the Information Security Unit found that managers still approve exceptions inconsistently. The unit advises managers to document each approved exception so external partners receive timely access without weakening the rationale for security controls. »
36	(1)	Niveau C · Meilleure description	Senior leaders should seek partners' conflict declarations before approval, despite possible early delays, to give reviewers better grounds for integrity decisions. La reformulation garde la recommandation aux cadres supérieurs, les déclarations demandées aux partenaires externes, le délai possible et le but lié à l'intégrité. La preuve se trouve surtout dans « Although this step may lengthen early negotiations, it is intended to strengthen procurement integrity by giving reviewers a fuller basis for assessing risks. »
37	(2)	Niveau C · Texte et deux questions	some formally compliant procurements may call for additional managerial attention. Le texte oppose la conformité administrative au risque d'apparence : « The files were compliant with delegated authorities, yet the sequence of early market soundings, draft statements of work and evaluation planning created an appearance risk beyond checklist completion. » On peut donc conclure que certains dossiers conformes peuvent nécessiter une attention de gestion supplémentaire.
38	(4)	Niveau C · Texte et deux questions	(None of the above) Aucune des trois formulations proposées ne rend l'objectif du texte, qui recommande un examen ciblé et proportionné lorsque l'impartialité pourrait être mise en doute : « A targeted managerial review would give program officers a clearer basis for continuing necessary discussions while showing suppliers that potential advantage has been considered before award. » Le choix qui impose un examen aux achats courants exagère la portée; celui qui dit que les listes suffisent inverse la position; celui qui vise les dossiers de faible valeur confond les cas visés.
39	(4)	Niveau C · Texte et deux questions	early union input can prevent repeated adjustments to local control procedures. L'inférence repose sur le lien entre une consultation plus précoce et moins de reprises dans les dossiers. La preuve est : « Files reviewed by the audit team showed fewer revisions when managers sought union observations before confirming the local procedure, even when the final decision remained with management. »

N°	Rép.	Type	Bonne réponse
40	(4)	Niveau C · Texte et deux questions	early recorded consultation can strengthen controls while leaving managerial authority intact. L'auteur appuie une consultation consignée qui améliore les contrôles sans retirer la responsabilité des gestionnaires. La preuve est : « This approach would preserve managerial accountability while making the design of controls more reliable. »

Votre niveau en compréhension de l'écrit

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Niveau	Bonnes réponses
E (niveau d'exemption)	36 à 40
C	30 à 35
B	22 à 29
A	14 à 21
X (sous le niveau A)	0 à 13



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