

BILINGUALISM AND TRANSLATION POLICY



icccrc
IMMIGRATION CONSULTANTS OF
CANADA REGULATORY COUNCIL
crcic
CONSEIL DE RÉGLEMENTATION DES
CONSULTANTS EN IMMIGRATION DU CANADA

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1. PURPOSE

The Immigration Consultants of Canada Regulatory Council (ICCRC) is a national organization designated by Immigration, Refugees, and Citizenship Canada to regulate immigration and citizenship consultants as well as international student advisors. With its designated federal mandate, ICCRC equally recognizes Canada's official languages (English and French), and thereby welcomes bilingual language equality in its workplace and with external communications to stakeholders and the general public.

2. PRINCIPLES

Committed to the principles of linguistic equality, ICCRC abides by articles set out in Paragraphs 20(1)(a)(b) of the [Canadian Charter of Rights and Freedoms](#), and Paragraphs 22, 27 and 39(1)(a)(b) of the [Official Languages Act](#); and consistent with the principles referenced therein, Members of ICCRC, its stakeholders, and the public should be able to communicate with and be served by ICCRC in the official language of their choice.

3. APPLICATION

3.1 Workplace

The composition of the ICCRC's workforce should, in general, best reflect the presence of both official language communities in Canada. ICCRC will classify all job postings for future staff positions as *Bilingual Imperative*, *Bilingual Preferred*, or *Bilingual Non-Imperative*. The decision to designate a position bilingual rests with the individual supervising the position to be filled, Human Resources, or the President & CEO.

3.2 Written and Verbal Communications

- 3.2.1 Though ICCRC is a bilingual organization its working language is English. The English version of documentation is authoritative and in the case of any disagreement/ambiguity, will constitute the official version, unless otherwise stated.
- 3.2.2 Any resolutions of the Board of Directors and its Committees, any By-law, regulations and policies, and any changes thereto may be developed in English and translated into French.
- 3.2.3 All external-facing communications including, but not limited to the By-law, regulations, policies, public notices, website pages, notices of general meetings will be presented simultaneously and equally in English and French.
- 3.2.4 Written communications addressed to ICCRC in one of the official languages will be answered in that language.

- 3.2.5 Persons speaking publicly on behalf of the ICCRC should do so in both English and French, as appropriate. If persons are unable to speak publicly on behalf of ICCRC in both official languages, then all efforts should be made to have a transcript of the remarks available in the other official language.

3.3 Translation

- 3.3.1 All formal regulatory documents (i.e. By-law, regulations, policies, decisions of the Discipline Committee and communications to Members) will be translated.
- 3.3.2 Documents and other materials, hard copy and electronic, issued by ICCRC to be broadly disseminated and accessible by members, stakeholders and the public will be translated prior to dissemination.
- 3.3.3 Originating communications from ICCRC in social media will be translated. Any resulting replies, comments and postings will generally remain in the source language as received.
- 3.3.4 Documents and other materials, hard copy and electronic, that are created for a targeted unilingual audience will not require translation.
- 3.3.5 The process of reviewing translations will be undertaken by the designated translator within the organization.
- 3.3.6 ICCRC recognizes that translation is not a simple word for word transposition. Since translation is an interpretive process that is sensitive to the nature of the document (e.g., a technical vs. a promotional document), every reasonable effort will be made by the translators to ensure that the meaning or concepts are relayed using vocabulary and grammatical rules appropriate to the nature of the document, target language and readers. In addition, editorial judgment will be required by ICCRC staff to account for limitation of space, readability and source language in formatting/layout and placement of translated texts.
- 3.3.7 On a case by case basis, and in truly exceptional circumstances to abide by existing By-law, Regulation or statute, documents and other materials, hard copy and electronic, submitted in only one language will be considered for dissemination or web posting, when arrangements have been made to have the translated version available within three business days. Such cases are to be approved by the President & CEO or his/her designate, and a notice attesting that the document in the other language is in translation and will be available in due time, will be provided accordingly where the translated document will be submitted.
- 3.3.8 If outsourcing is required for any translation work, ICCRC will refer to a list of pre-approved translators, which is maintained by the Communications department.

3.4 Simultaneous Interpretation

3.4.1 Simultaneous interpretation will be provided without exception at ICCRC's Annual General Meeting for Members.

3.4.2 Simultaneous interpretation at other major events will be determined on the basis of the audience/participants involved.

4. COMPLAINTS

Questions or complaints about ICCRC's Bilingualism and Translation Policy shall be directed to the Director of Communications.

5. UPDATES

ICCRC reserves the right to change this Policy at any time without notice.