



PERT

French-Language Training for the Workforce

A review of French-language
training programs for the
workforce in Québec



Acknowledgements

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The views expressed herein are those of the Provincial Employment Roundtable. They do not purport to reflect the views of the SRQEA.

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Executive Summary

English-speaking Quebecers make up Québec's official language minority community and represent the largest linguistic minority within a Canadian province. They account for 13.8% of Québec's population and 14.3% of the labour force. Despite representing a sizable portion of the labour force, many English-speaking Quebecers face challenges in the labour market. According to the 2016 Census, English speakers have an unemployment rate of 8.9%, which is 2% higher than the unemployment rate of French speakers (6.9%). In most regions of Québec, English speakers experience higher unemployment rates and lower after-tax median incomes than French speakers (adapted from Statistics Canada, 2016). While English-French bilingualism has steadily increased among English speakers over the past four decades, French-language proficiency remains a barrier when it comes to meaningfully integrating into Québec's French-language labour market. This is the case for a broad range of English speakers, including Québec-born residents and migrants from the rest of Canada.

This report examines the status of French-language workforce programs (FLWPs) in Québec. FLWPs consist of language learning that is specifically designed to increase the integration of workers into the labour market by focusing on the vocabulary and language skills they need to improve their employability. In this report, we conducted an inventory of FLWPs that are available to French-language learners and identified the key needs, gaps and areas for improvement in the ecosystem.

The goal of this report is to contribute to a broader discussion on Québec's French-language learning infrastructure by examining how linguistic minorities, in this case, English-speaking Quebecers, access these types of skills training programs.

Executive Summary

OUR RESEARCH FINDINGS ARE AS FOLLOWS:

- There are at least 154 FLWPs available across Québec.
- Of the 154 FLWPs found, 91 are business services that provide training that is tailored to the needs of employers and their employees. The other 63 target a range of individuals in the labour force with diverse language training needs and employment situations.
- There are regional disparities in access to programs, with the majority of programs offered in Montréal.
- Funding for programs is not always specified. However, some programs receive funding from the Québec government, making them affordable or free to learners. The main government funders of programs are Services Québec, the Ministère de l'Immigration, de la Francisation et de l'Intégration (MIFI) and the Ministère du Travail, de l'Emploi et de la Solidarité sociale (MTESS).
- Eligibility criteria pose a unique challenge for learners looking to access government-funded programs. Program eligibility can differ based on individuals' employment status, immigration status, French-language proficiency and regional location.
- Finding and accessing programs can be a challenge for individuals. Information on programs is decentralized, creating a patchwork of programs with low online visibility.

We conclude that increasing the availability, findability and access to FLWPs in Québec can help address the employment challenges facing Québec's English speakers.



Executive Summary

WE OFFER TWELVE (12) RECOMMENDATIONS IN THIS REPORT:

- 01 Expanding FLWPs in Québec**
That FLWPs in Québec be expanded to make them available to all language learners in need of employment-oriented language training in the province.
- 02 Increasing the availability of programs**
Increasing the availability of programs in order to close regional gaps in access, especially for individuals outside of urban areas.
- 03 Establishing universal and targeted programs**
Establishing universal and targeted programs in order to address eligibility and access barriers, including employment status and regional location.
- 04 Developing more inclusive programs**
Designing programs to service a broad range of learners, including youth, individuals with disabilities, Québec-born residents, interprovincial migrants, recent graduates, parents and caregivers.
- 05 Developing specialized program curricula**
Revising program curricula to better orient them towards the needs of workers in the labour market, including the unemployed, the underemployed and workers looking to enter sectors such as healthcare, social services, construction and education.
- 06 Improving collaboration between government agencies**
That various government ministries, including the Ministère de l'Immigration, de la Francisation et de l'Intégration, the Ministère du Travail, de l'Emploi et de la Solidarité sociale and the Ministère de l'Éducation, collaborate to develop programs that serve the goals of promoting the French language while addressing employment challenges for all language learners.
- 07 Designing FLWPs with the most vulnerable learners in mind**
Designing programs with objectives and curricula that address the needs of the most vulnerable learners who face the most barriers to completing programs.

Executive Summary

WE OFFER TWELVE (12) RECOMMENDATIONS IN THIS REPORT:

- 08 Increasing funding for wrap-around support for learners**
Increasing funding for wrap-around support for learners, including compensation for training and financial assistance for transportation and child care while individuals participate in language training.
- 09 Increasing funding for local community organizations**
Increasing funding for local community organizations, given their close proximity to potential participants. Organizations that serve English-speaking populations are already well-placed to welcome and support members, and to develop French-language training models that address the local labour market realities while improving the regional coverage of programs.
- 10 Creating a centralized online government-funded database for French-language training programs**
The Government of Québec invests in a centralized online database where all government-funded French-language training programs in Québec can be found. The database should include detailed program information such as program status, class schedules, number of participants, program objectives, eligibility criteria, accessibility information and available financial support.

- 11 Improving findability**
That the Government of Québec and program providers increase the findability of programs by sharing and promoting FLWPs in English, so that English-speaking communities can gain more awareness of the language training options available to them.
- 12 Increasing awareness of subsidies**
Increasing awareness about the subsidies that businesses can access when it comes to French-language training for their employees.

Most importantly, this report is grounded in the understanding that most English speakers not only want to learn French, but recognize it as an essential component in their ability to pursue the full range of job and career opportunities in Québec. Our hope is that these findings and recommendations can help inform changes to be made by the Government of Québec and by key stakeholders across the French-language learning ecosystem.

Introduction





Introduction

This report outlines the challenges that the broader community of English-speaking Quebecers face when it comes to finding and accessing French-language workforce programs (FLWPs). FLWPs are language training programs that are specifically designed to increase the integration of workers into the labour market by focusing on the French vocabulary and language skills they need to improve their employability. This category of programs includes French-language courses for people looking to enter a specific sector such as healthcare, or Business French programs which aim to increase workers' confidence and proficiency with regards to professional-level French. Other emerging workforce programs prioritize job-readiness by helping language learners with refining their French CV, cover letter writing and interview skills.

The report is founded on the understanding that English speakers, who represent 13.8% of Québec's population, face French-language barriers when it comes to labour market integration and mobility. Language training programs and services form part of a wider process for improving the employment prospects of linguistic minorities and promoting French as the language of work in Québec.

The report aims to contribute to the closing of the employment gap between English speakers and French speakers in Québec by examining the current status of FLWPs,

which are an important avenue to improving employment, career progression and economic development. The additional impacts of FLWPs include better integration into Québec workplaces and increased French-language proficiency for participants, which provides them with more access to skills training programs and educational programs.

The process of inventorying these programs provided the opportunity to identify needs and gaps in the FLWP ecosystem, particularly around availability, findability, eligibility and accessibility of programs. In the spirit of improvement and innovation, the report also provides recommendations to stakeholders to better address the barriers faced by language learners who seek these programs.

French-language workforce programs hold promise in helping linguistic minorities in Québec's labour market. It is our hope that this report will encourage policymakers to further consider the role of these programs as a key part of the province's skills training ecosystem.

Research Design



Research Design

This report examines the status of French-language workforce programs in Québec and aims to inventory the existing programs available to French-language learners.

RESEARCH OBJECTIVES	METHOD(S) USED
<p>Inventory the existing FLWPs available to French language learners. Additionally, identify:</p> <ul style="list-style-type: none"> • Types of programs • Stakeholders • Findability of programs • Eligibility criteria • Targeted learners • Costs of programs <p>Excluded from the scope are:</p> <ul style="list-style-type: none"> • Language training programs that are not designed to address employability, workers and the workforce. • FLWPs that are offered across Canada and internationally. • FLWPs that are offered by non-Québec-based providers. • Preparatory courses for the Office québécois de la langue française (OQLF) exam for professional orders. 	<ul style="list-style-type: none"> • Internet research • Desk research
<p>Identify needs and gaps in the ecosystem of FLWPs.</p>	<ul style="list-style-type: none"> • Internet research • Interviews with subject matter experts and program providers • Desk research
<p>Identify issues to be addressed and recommendations for how FLWPs can be improved.</p>	<ul style="list-style-type: none"> • Analysis of research findings

Research Design

Research took place from August to November 2021 using the following research methods:

1. Internet searches on Google, online articles, government databases and social media Internet searches were conducted in both English and French. Searches were overwhelmingly more successful when conducted in French than in English.
2. Cold calls and email correspondence with providers, government agencies, community organizations, schools and other stakeholders in the French-language workforce programs ecosystem.
3. Semi-structured interviews with stakeholders to gain understanding of the actors involved and the issues in the FLWP ecosystem. Interviews were conducted with 9 program providers, 5 program participants, 9 subject matter experts, 13 recruiters, 5 employers and agents from 2 regional development agencies.

INTERNET SEARCH TERMS INCLUDED

ENGLISH

- | | | | |
|---------------------------------------|------------------|--------------------|------------------------|
| • French-as-a-second language program | • Adult | • [Name of region] | • Perfecting |
| • French-as-a-second language course | • Employment | • Professional | • Proficiency |
| • Learn French | • Workforce | • Customized | • Continuing Education |
| • Language school | • Workplace | • Personalized | • French conversation |
| • Course | • For work | • Phonetics | • Program |
| | • Working people | • For business | • Service |
| | • Francisation | • Communication | |

FRENCH

- | | | | |
|--|------------------------------|-------------------------------|----------------------------------|
| • Français langue seconde | • École de langues | • [Name of region] | • Marché du travail |
| • Programme | • [...] en milieu de travail | • Francisation | • Services aux entreprises (SAE) |
| • Cours | • Emploi | • Formations subventionnées | • Cours spécialisés |
| • Cours de français langue seconde | • Pour adultes | • Formations professionnelles | • Apprendre le français |
| • Cours de français langue seconde pour non-francophones | • Alphabétisation | • Francisation en entreprise | • Amélioration |
| | • Cours de perfectionnement | | |

Research Design

Terminology

FRENCH-LANGUAGE WORKFORCE PROGRAMS (FLWPS)

Language training that is specifically designed to increase the labour market integration of workers by focusing on the vocabulary and language skills they need to improve their employability. These programs are unique in that they bridge the goals of French-language training and employability.

BUSINESS SERVICE

A type of FLWP targeted to businesses and their employees. These programs provide tailored language training based on employers and employees' training needs. These programs are primarily provided by private providers and educational institutions (CEGEPs, universities, vocational training centres, and adult education centres that are part of school service centres).

GENERAL COURSE

Any type of FLWP that is available to individuals, excluding business services. These courses are offered by a broad range of providers, including private providers, community organizations and educational institutions (CEGEPs, universities, vocational training centres, and adult education centres that are part of school service centres).

LANGUAGE

Language in this report is designated according to Statistics Canada's definition of "First official language spoken" (FOLS). Individuals are classified according to their knowledge of Canada's two official languages, English and French. FOLS designation is a derived concept, taking into account a person's knowledge of Canada's two official languages, their mother tongue and the language they speak most often at home (Statistics Canada, 2021).



Context



Context

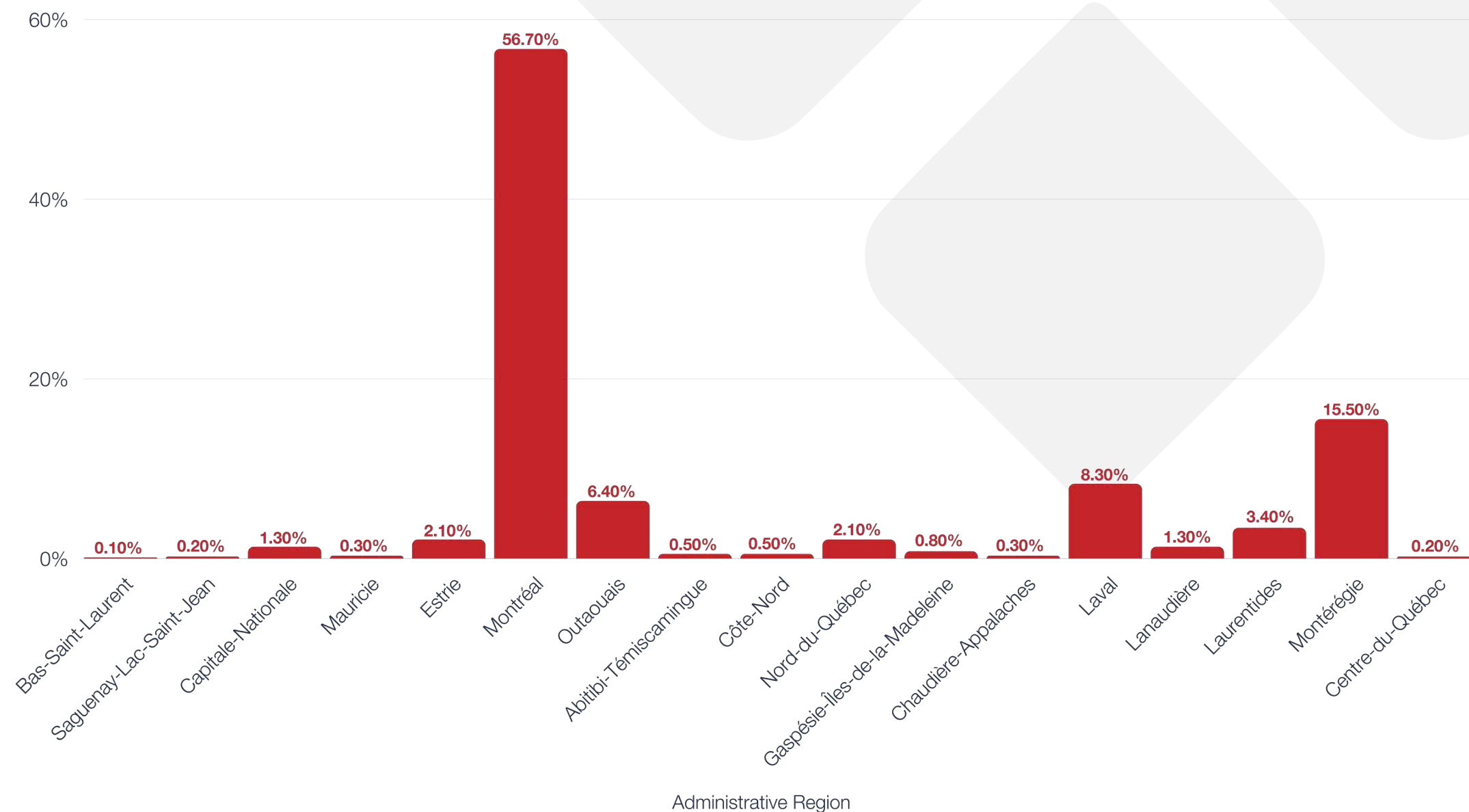
English speakers in Québec

POPULATION

English-speaking Quebecers make up Québec's official language minority community and represent the largest linguistic minority within a Canadian province (Official Languages Support Programs Branch, 2011). According to the 2016 Census, there are 1,097,920 English speakers spread out across Québec's 17 administrative regions, accounting for 13.8% of the population (adapted from Statistics Canada, 2016).

Québec's English-speaking communities are also increasingly diverse. More than a quarter of English speakers are visible minorities, the majority of whom are Black and South Asian. Roughly 64% (703,815) of Québec's English-speaking population were born in Canada, while 33% are immigrants. Interprovincial migration also impacts the size of English-speaking communities. Between 2011 and 2016, 30,860 English speakers moved to Québec as interprovincial migrants from other Canadian provinces (adapted from Statistics Canada, 2016)

SHARE OF ENGLISH SPEAKERS IN QUÉBEC BY ADMINISTRATIVE REGION



Context

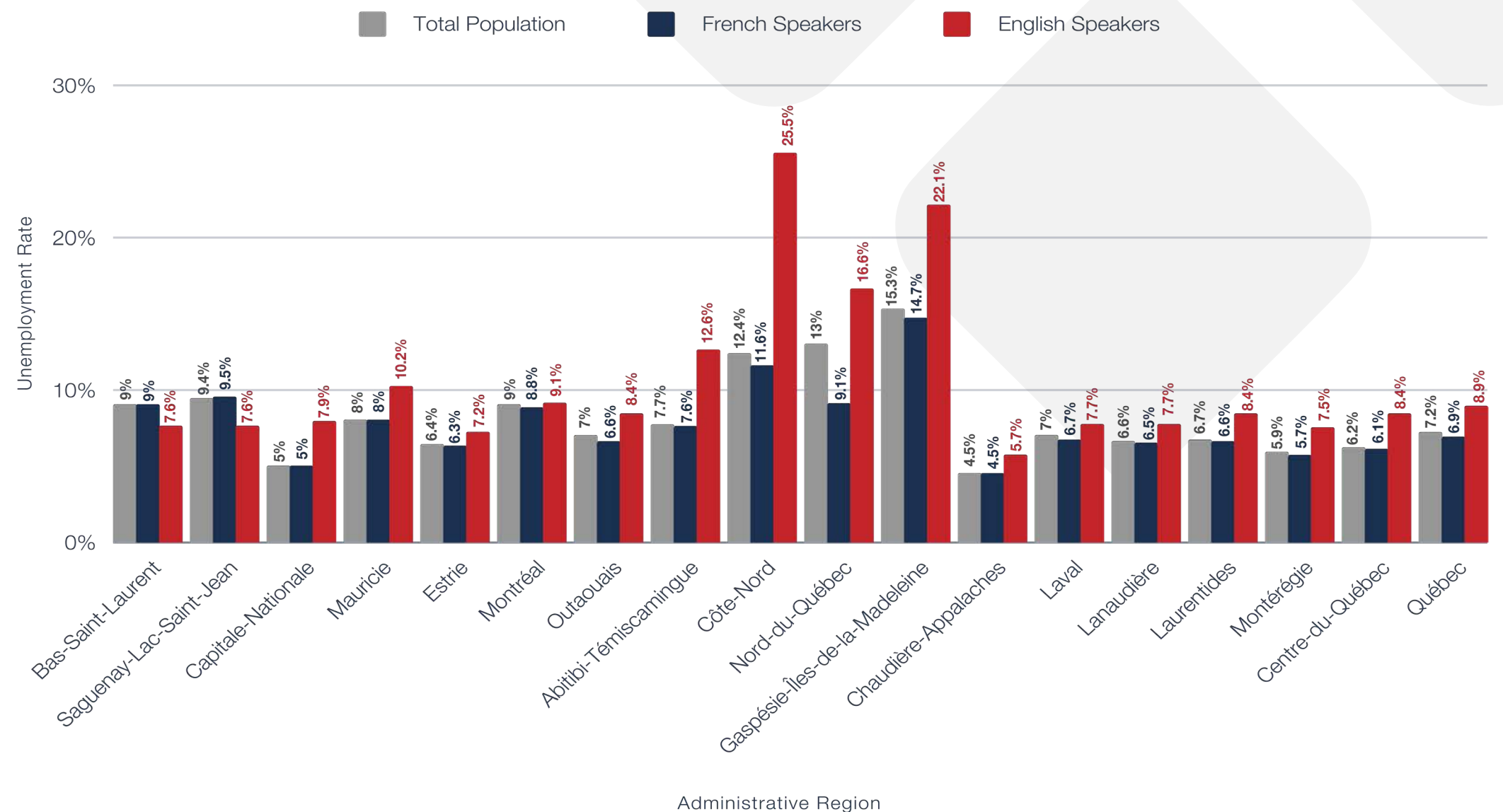
English speakers in Québec

UNEMPLOYMENT AMONG ENGLISH SPEAKERS

Unemployment is a challenge among Québec's English speakers. As of the 2016 Census, there are over 608,000 English speakers in Québec's labour force, accounting for 14.3% of the labour force. English-speaking workers work in all of Québec's regions, with most English speakers working in the more populous regions of Montréal, Montérégie and Laval.

English speakers tend to experience higher rates of unemployment compared to French speakers. In Québec as a whole, English speakers experience an unemployment rate of 8.9%, which is higher than the unemployment rate of French speakers (6.9%) and the provincial unemployment rate (7.2%). Out of the 17 administrative regions in Québec, 15 are characterized by higher unemployment for English speakers compared to French speakers (adapted from Statistics Canada, 2016). There are 14 regions where English speakers earn a median after-tax income that is lower than that of French speakers. In Estrie, Abitibi-Témiscamingue, Nord-du-Québec, and Centre-du-Québec, English speakers earn at least \$4,000 less than French speakers.

UNEMPLOYMENT RATE IN QUÉBEC BY ADMINISTRATIVE REGION



Context

English speakers in Québec

Between 1961 and 2016, the rate of English-French bilingualism in Québec almost doubled, growing from 25.5% to 44.5%. Quebecers whose mother tongue was English had an English-French bilingualism rate of 69%, which is 29% higher than French mother-tongue speakers and 18% higher than individuals with a mother tongue other than English or French (Turcotte, 2019). Despite these gains, French remains a barrier for some English speakers when it comes to meaningfully integrating into Québec's French-language labour market.

A lack of adequate French-language skills has been identified as a significant factor contributing to unemployment. In a survey conducted by PERT, 67% of English-speaking respondents in the labour market identified French-language skills as their top barrier to employment in the last three years (Provincial Employment Roundtable, forthcoming). Youth Employment Services (YES), a Montréal-based not-

for-profit that provides English-language job search and self-employment services to Quebecers, also identified the language skills gap as the main cause of unemployment and underemployment specifically among young people in Québec's English-speaking communities (YES, 2018). PERT's survey also revealed that 62% of respondents indicated their French-language skills narrowed the range of employment opportunities available to them. When asked what types of programs would benefit their employability, 53% of respondents identified French-language training as their top choice.

French-language training is provided to youth in Québec's standard education system. However, language learners who are no longer in the school system must navigate the French-language training ecosystem in order to find and enroll in the appropriate programs that meet their learning needs.



Context

French-language training in Québec

LEGISLATIVE FRAMEWORK

French is the official language of Québec. Since the 1960s, governments in Québec have actively legislated on the status and the use of French, including in the workplace. The adoption of the Charter of the French Language in 1977, commonly known as Bill 101, made working in French a professional requirement and established French as the common business language. In May 2021, Bill 96, *An Act respecting French, the official and common language of Québec*, was tabled, proposing to further reinforce the status and use of French in Québec. The bill has new implications for workers as it proposes new and updated measures to ensure that Quebecers can work in French and that French is the language of workplaces in the province.

LANGUAGE PROGRAMS IN QUÉBEC

Language training programs form part of a wider process that facilitates integration into Québec society, including its labour market and collective life (Government of Québec, 2021). The Québec government funds a network of language training programs in all 17 administrative regions, which are delivered by various providers including universities, CEGEPs, adult education centres and newcomer centres. One of its largest language training programs, the Programme d'intégration linguistique pour les immigrants (PILI), promotes the sociolinguistic and cultural integration of immigrants, as well as their participation in the social, economic and cultural life of Québec society (Ministère de l'Immigration, de la Francisation et de l'Intégration, 2021). Financial assistance for participation, as well as financial assistance for transportation and childcare, is available to participants. Courses can run from eight to twelve weeks per session, while online courses allow individuals to learn at their own pace. Programs are offered full-time, part-time and online.

Government-funded French-language training courses are also available free of charge to residents who were born in Canada. These courses focus on familiarizing individuals with the use of French and are provided primarily in adult education centres across Québec, full-time, part-time and online.

While most language training programs in Québec are offered through educational institutions, there is a provision of language training through community organizations and the private sector. Corporate language schools offer training for individuals and businesses and can offer more tailored programming based on their customers' needs.

FRENCH-LANGUAGE WORKFORCE PROGRAMS IN QUÉBEC

French-language workforce programs (FLWPs) consist of language training that is specifically designed to increase the labour market integration of workers by focusing on the French vocabulary skills and language skills they need to improve their employability.

FLWPs are an important avenue to improving individuals' employability and career progression. These programs facilitate the integration of linguistic minorities into Québec's French-language workplaces by equipping them with work-specific French skills that allow them to pursue new work opportunities and function in a variety of workplace scenarios. FLWPs also aim to increase the French-language proficiency of participants, which grants them the ability to pursue more French-language skills training and educational programs.

FLWPs are provided by organizations in the public and private sectors. Providers include language schools, community organizations, newcomer centres and educational institutions. As part of its policies to increase labour force integration, the Québec government, through agencies such as Emploi-Québec, offers financial assistance to individuals who are receiving skills training to keep or find a job, including those participating in French-language training (Government of Québec, 2022).

Research Findings



Research Findings

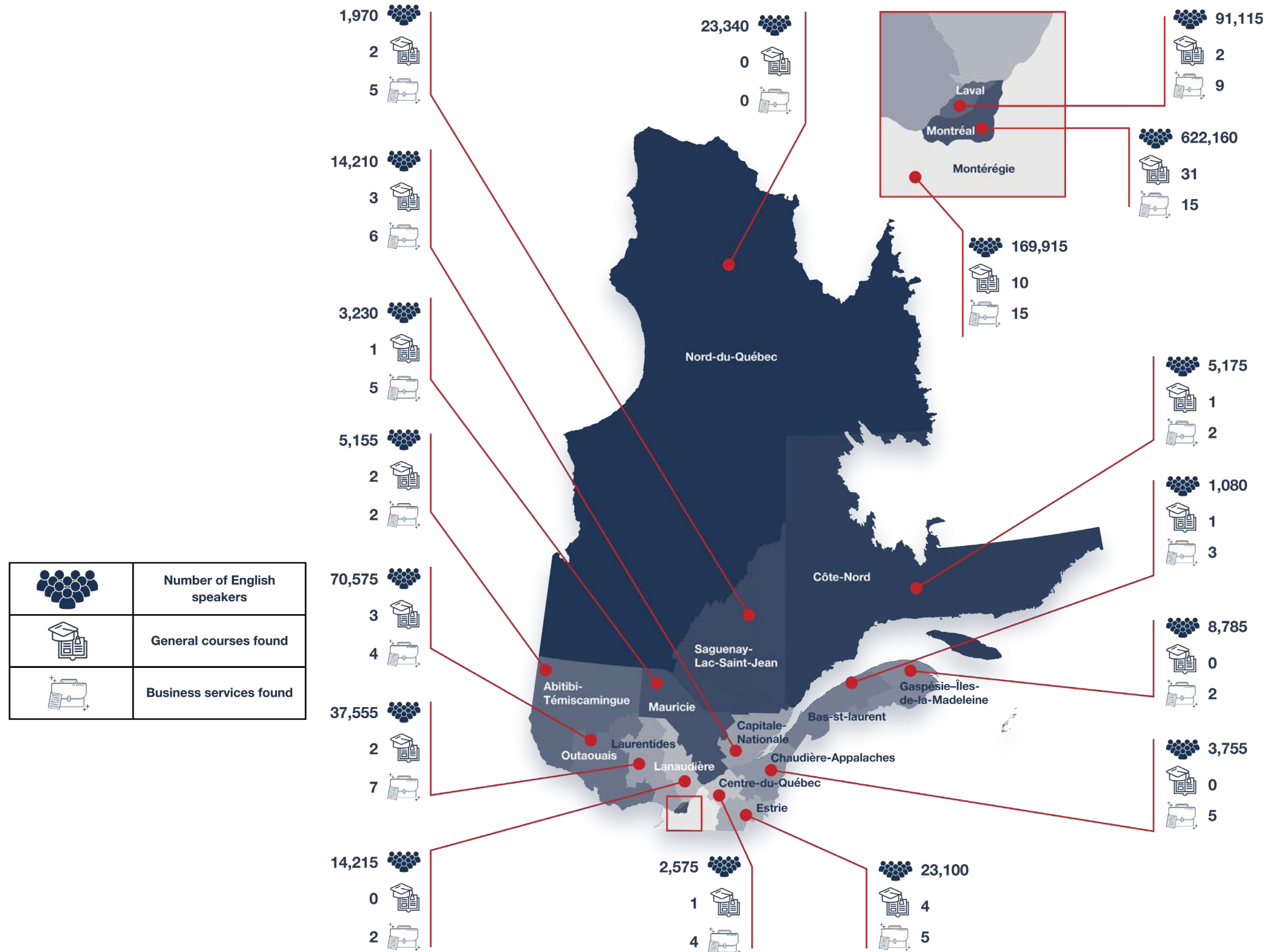
Ecosystem of French-language workforce programs

MAPPING OF FLWPS

An online and offline search of FLWPs in Québec revealed that there are at least 154 programs across the province that aim to enhance language learners' employability and labour market integration.

154 FLWPs were identified in our search. All 154 programs we identified have learning objectives that include helping workers improve their French-language skills in order to increase their employability. At the time of our search, many programs had shifted to remote learning due to public health measures relating to the COVID-19 pandemic.

Of the 154 FLWPs found, 91 are business services. Business services specifically target employers and their employees, providing language training based on their training needs. 63 general courses were found. General courses include any type of FLWP that is not specifically targeted to businesses and can be accessed directly by individuals.



Research Findings

Ecosystem of French-language workforce programs

TYPES OF PROGRAMS

Of the 154 FLWPs found, we identified the following five (5) main types of programs:

SKILLS ATTAINMENT PROGRAMS

Skills attainment language programs allow language learners to improve their French skills and to develop other skills, such as woodworking, design and computer programming. One six-month program found provided language learning for adults facing difficulties with socio-occupational integration due to lack of proficiency in French. It also provided factory training, coaching, job-search assistance and a certificate of completion.

DEVELOPMENT PROGRAMS

Development programs (*programmes de perfectionnement* in French) are designed for those who already have an intermediate or advanced knowledge of French but need additional language skills to perfect their French with regards to workplace scenarios and professional realities. Some programs provide training on a very specific skill, such as writing administrative documents in French, while others teach learners how to pitch their businesses in French.

JOB-SEEKER PROGRAMS

Job-seeker programs aim to help language learners acquire the job-specific French-language skills required to navigate the labour market, such as drafting a French-language CV, writing cover letters, networking and interviewing. They also help participants with navigating language barriers so they can secure employment and communicate effectively with employers.

LANGUAGE CONFIDENCE PROGRAMS

Language confidence programs are focused on addressing confidence barriers for language learners, helping them gain the confidence to communicate in workplace settings.

SPECIALIZED PROGRAMS FOR A FIELD OF EMPLOYMENT

Industry- or field-specific programs prioritize French-language skills for workers looking to enter or advance in a specific field and typically target sectors such as business, agriculture and health. One of the programs we identified is focused on teaching French to current and future healthcare professionals seeking to gain verbal and comprehension skills for the workplace.

The Québec government also funds specialized French courses for immigrants interested in or currently working in the fields of administration, engineering, health and nursing.

Research Findings

Ecosystem of French-language workforce programs

STAKEHOLDERS

Eight (8) key stakeholders were identified in the French-language workforce program ecosystem:

PROVIDERS

Providers of FLWPs are in the public and private sectors. The majority of programs are offered by educational institutions. Providers play an important role in offering courses to participants and determining program curricula to suit their learners' needs.

PARTICIPANTS

Participants in FLWPs vary and have different learner profiles. Participants include job-seekers, those looking to change careers and those looking to perfect their French in order to advance in their careers.

EMPLOYERS

In addition to hiring workers based on their job skills, most Québec employers are subject to language policies that regulate the usage of French in the workplace. Employers often have to evaluate workers based on their French-language skills. They can also provide their employees with French-language training and are well-positioned to provide employees with work-integrated language training so that they can learn French in the workplace.

FUNDERS

Most FLWPs receive funding from the Québec government, through agencies such as the Ministère de l'Immigration, de la Francisation et de l'Intégration (MIFI), Services Québec and the Ministère du Travail, de l'Emploi et de la Solidarité sociale (MTESS).

COMMUNITY ORGANIZATIONS

While most community organizations do not offer FLWPs, they play an important role in helping learners gain awareness of the programs that are available to them. Community managers and non-profit service providers are generally well-connected and resourceful in cases where individuals need support with finding the training options available in their community.

GOVERNMENT SERVICE AGENTS

Government service agents are one of the first stops for individuals looking to find information on French-language training in Québec. During our research, conversations with government service agents from Emploi-Québec or Services Québec were more effective when conducted in French.

REGIONAL DEVELOPMENT AGENTS

Regional development agents work to promote, guide, inform and support individuals and businesses looking to settle in regions outside urban areas. Regional development agents have unique insights into employers in their regions and are well-positioned to advise language learners on work opportunities or language training opportunities available within their region.

EMPLOYMENT SERVICE PROVIDERS

Employment service providers often refer workers to skills training programs, including language training programs. Employment service providers can also help learners to identify appropriate language programs in their communities, as well as to find information related to financial assistance and eligibility criteria.

Research Findings

Ecosystem of French-language workforce programs

FINDABILITY

We found information on programs from various sources, both online and offline. Information on FLWPs was found primarily from the following sources:

- Government websites and databases
- Web searches and social media
- Community centres

Program providers shared that language learners find out about programs from various sources. Participants' ability to find programs is dependent on multiple factors, including access to the Internet, the number of programs in their region, their personal/professional network, and their awareness of and/or access to local community resources. Language learners find out about programs from sources including:

- Web searches and social media
- Word of mouth
- Educational institutions
- Emploi-Québec and Services Québec agents
- Community centres
- Employment service agents
- Local development centre (Centre locaux de développement) agents
- In-person events and conferences
- Print/digital sources (e.g. electronic billboards)
- Private language schools
- Employment organizations (e.g. Carrefour Emploi Jeunesse agents)

TYPES OF PROVIDERS OF FLWPs IN QUÉBEC

ORGANIZATION TYPE	GENERAL COURSES	BUSINESS SERVICES
CEGEPs	15	21
Universities	18	1
School service centres / school boards (including adult education centres and vocational training centres)	6	19
Community/ non-profit organizations	3	5
Private organizations	21	29
Unions	0	16
TOTAL	63	91

Research Findings

Ecosystem of French-language workforce programs

ELIGIBILITY CRITERIA

Eligibility criteria are not always provided in program descriptions. In cases where eligibility criteria were stated, we identified five main criteria for French-language workforce programs.

LOCATION

Programs funded through government skills training initiatives usually have restricted eligibility based on the regional location of residents. Local programs also prioritize residents in the same region.

EMPLOYMENT STATUS

Certain programs accept participants based on their employment status (employed or unemployed). Business services have the most restrictive eligibility criteria as these services are only provided to employees of organizations.

Additional conditions relating to employment status include:

- A minimum number of hours worked per week
- Employment category (seasonal workers and self-employed workers)
- Restrictions for workers in organizations whose activities could be deemed controversial, such as cannabis production for recreational use or work of a religious nature
- Restrictions for students

IMMIGRATION STATUS

Certain programs only accept language learners who are immigrants, newcomers to Québec, or foreign temporary workers.

LANGUAGE PROFICIENCY

Programs may require participants to take a placement test prior to participation to prove that they meet the minimum French-language level (e.g. beginner, intermediate or advanced) for a course or service. Many program descriptions specify that the intended learners are individuals or businesses with employees' whose mother tongue is not French.

MINIMUM EDUCATIONAL ATTAINMENT

Some general courses, particularly those offered in universities, may require participants to hold a Diploma of College Studies (DEC). Additionally, they may give priority to students enrolled in a university program (as opposed to non-program students or members of the general public) and may require participants to complete a prerequisite course.

Research Findings

Ecosystem of French-language workforce programs

TARGETED LEARNERS

We found that programs target learners in their outreach activities and program descriptions. Learners targeted for programs include:

- Immigrants
- Students
- Job-seekers
- Busy professionals
- Workers in specific industries (e.g. agriculture, healthcare, business)
- Anglophones
- Allophones
- Internationally-recruited employees
- Temporary workers

Of the programs we identified, the most targeted learners are immigrants and newcomers, with 50 programs specifically targeting immigrant learners.

PROGRAM COSTS

The cost of FLWPs varies greatly. Most courses are designed to be affordable since they receive funding from the Québec government. These programs are offered for free or cost participants up to \$120. The free and affordable programs are typically provided by adult education centres and post-secondary institutions. Some university-level language courses are offered by continuing education departments to the general public at a higher cost.

Programs offered by private providers or programs offered to businesses can be more cost-prohibitive. The cost per participant of one private program ranged from \$455 to \$1,455 depending on the number of participants in the course.

Costs for business services vary, depending on the provider and the subsidies available to the employer. Most program descriptions for business services recommend that employers contact the program provider directly to determine the cost of training.



Research Findings

Needs and gaps

PROGRAM AVAILABILITY

We identified a total of 154 FLWPs in our inventory search. Of those 154, 30% are based in Montréal, which accounts for 57% of Québec’s English speakers. The rest of the programs are dispersed across Québec. We did not identify any general courses in the regions of Chaudière-Appalaches, Lanaudière, Gaspésie-Îles-de-la-Madeleine, or Nord-du-Québec. In the regions of Centre-du-Québec and Côte-Nord, only one general course was identified per region. Business services for employers and their employees are more widely available, with at least one business service available in every region except Nord-du-Québec.

FINDABILITY OF PROGRAMS

There is a patchwork of FLWPs across Québec with low online visibility. Accessing information about programs online can be challenging because information is decentralized and providers are usually responsible for listing and promoting their own programs. Based on our internet search—as well as interviews with providers, program participants, subject matter experts, recruiters, employers and community managers—we found that just because a program exists, it does not mean the targeted learner(s) is aware of it or is able to find it with reasonable ease. Program providers shared with us that program enrollment thresholds are not always met due to a lack of awareness among workers about the training options available to them.

Since there is no centralized online database for FLWPs in Québec, we searched for programs on a variety of websites, including Emploi-Québec’s directory of organizations specialized in employability as well as providers’ websites. Nearly all of the programs we identified are listed and advertised in French. In cases where translations of the website are provided, they are usually in English or Spanish (though most translated versions were not as detailed as the French versions).

We found that business services have a lower findability than general courses, but can be found by Internet searches for “SAE” or “Services aux Entreprises.” The business service providers we interviewed indicated that employers typically find them by contacting Services Québec due to the subsidies available to employers who are willing to offer French-language training to their employees. Providers also noted that government agencies are more likely to refer language learners to programs offered in educational institutions than those offered in the private sector.

Research Findings

Needs and gaps

BARRIERS TO ACCESS

Access to FLWPs can be limited by barriers that participants encounter in finding, enrolling and completing programs. Barriers fall into several categories, including practical and personal accessibility, and social, cultural and emotional barriers.

Barriers that can impact participants' access to programs include:

- Low availability of programs, especially in regions outside of Montréal
- Participants' proximity to programs and transportation
- Time commitments and course schedules
- The cost and availability of childcare
- The cost of programs, even when they are subsidized
- Internet, access to devices and digital literacy, particularly for the many programs that have moved online as a result of the pandemic
- Lack of information and accommodation for those with various disabilities
- Perceived lack of psychological safety in class
- Lack of confidence regarding language proficiency
- Socioeconomic situation, including unemployment or low income

A range of factors can deter language learners from taking full advantage of the French-language workforce programs available to them, including class hours, home responsibilities, school obligations, work commitments or searching for employment. The subject matter experts we interviewed suggested that there needs to be more focus on providing encouragement and support, building the confidence of language learners and providing them with opportunities to continue their language learning in the workplace. Combining language learning with work gives participants the opportunity to gain professional and language skills while earning an income, which addresses some of the potential barriers participants face.

ELIGIBILITY

Eligibility criteria pose a unique challenge for learners looking to access government-funded programs. Program eligibility can differ based on individuals' employment status, immigration status, location, minimum level of French-language proficiency and minimum educational attainment. However, eligibility for programs can be unclear and difficult to determine. For programs that did not clearly indicate the eligibility criteria for participants, cold calls enquiring about course eligibility often resulted in inconsistent eligibility information depending on the phone operator.

Discussion



Discussion

Québec is in need of a comprehensive system of French-language workforce programs to serve all language learners. Of the 608,053 English speakers in the labour market, approximately 190,000 did not identify as English-French bilingual in the 2016 Census. French language proficiency has already been identified as a barrier to English speakers entering and remaining in Québec's labour market (Provincial Employment Roundtable, forthcoming). Even in cases where English speakers' French-language proficiency does meet job requirements, linguistic discrimination and confidence barriers can negatively impact their job opportunities (Provincial Employment Roundtable, forthcoming; Bourhis & Carignan, 2010). FLWPs can also play an important role in addressing unemployment. Of the 608,053 English speakers in the labour market, more than 54,000 identified as unemployed in the 2016 Census. Approximately 16,800 of those unemployed English speakers did not identify as English-French bilingual.

In our review of available FLWPs, we identified 154 programs that are targeted to individuals looking to integrate into the labour market and improve their employability. Of these programs, 91 are business services targeted to employers and employees. The other 63 programs are general courses that are not restricted to businesses and are available to a broader range of participants.

PROGRAM ACCESSIBILITY

Program availability and regional disparities in program access are a primary concern in Québec's landscape of FLWPs. Few programs were found in communities with high levels of unemployment, such as Côte-Nord, Gaspésie-Îles-de-la-Madeleine and Nord-du-Québec. Most programs we identified are delivered by adult education centres and post-secondary institutions, which are less accessible for those living in remote areas or

facing proximity barriers. These gaps in availability and access mean that the individuals in most need of French-language training to facilitate their labour market integration may need to travel long distances or move in order to access skills training opportunities that are not available in their region. Not being able to achieve a certain level of French in a society where French is the language of work and civic life can cause a great deal of social, emotional and mental stress. This is particularly true when French-language proficiency becomes a barrier to securing employment.

The Ministère de l'Immigration, de la Francisation et de l'Intégration offers specialized language courses for immigrants in priority sectors such as healthcare and administration. Although these courses are currently only available to immigrants, they are an example of innovative approaches that aim to both provide skills training and address labour market needs. More programs are needed that target French-language learners working or looking to work in high-priority sectors. In 2021, the Ministère du Travail, de l'Emploi et de la Solidarité sociale announced *Opération main-d'œuvre*. This plan advances priorities to address widespread labour shortages in several essential sectors and to facilitate economic growth in Québec. The main industries targeted in this plan are health and social services, education, childcare, information technology, engineering and construction (Ministère du Travail, de l'Emploi et de la Solidarité sociale, 2021). FLWPs can be designed to align with these labour market needs and to target workers in these sectors who are in need of job-specific French-language training. These programs should be available to all Québec residents, regardless of their migrant status. The misconception that only immigrants may need French-language training is not only false, but it is a barrier to developing and providing programs for the full range of language learners in Québec.

Discussion

ADAPTING TO THE NEEDS OF THE LABOUR MARKET

Programs should also be expanded and universalized to make them available to all language learners. Universal programs can serve as an important catch-all to ensure that all workers in Québec can access workforce-oriented language training. Targeted programs are also needed to address the unique employment issues faced by vulnerable groups in the labour market. NEET (not in employment, education or training) youth, women, mature workers, parents, individuals with disabilities, individuals living in remote communities, the unemployed, low-income individuals and visible minorities are all groups that experience unique challenges in Québec's labour market. French-language training programs should prioritize reducing access barriers for vulnerable groups and helping them get the language training they need to better integrate into the labour market. Government funding for these programs is essential to ensure access and must continue so that most programs can remain free or low-cost.

Innovative programs that provide language learners with work-integrated learning also present an interesting opportunity. These programs allow individuals to learn French while earning an income, gaining important work experience and being immersed in an inclusive French-language work environment. More programs that combine work experience and French-language training are needed, particularly for workers who cannot afford to forgo paid work to enroll in full-time language training.

MOBILIZING STAKEHOLDERS

All stakeholders in the French-language training sector, including program providers and employment service providers, must increasingly play a role in making sure the sector is providing the necessary language training to increase the labour market participation and employability of individuals. Enhanced stakeholder participation can help improve

the program offer and ensure that the programs implemented meet the current needs of workers. In our interviews with program providers, they indicated that there is a need for more partnership between governmental and non-governmental stakeholders in terms of establishing standards for program curricula, raising public awareness of programs, and streamlining the subsidies and support available to employers, program participants and providers.

The businesses interviewed shared that there is little awareness among Québec employers about the government subsidies and programs available to them to provide French-language training to their employees. Policymakers need to do more to make employers aware of the subsidies and programs available to them. Our prior research indicates that some employers would be willing to provide language training to their employees if they had the resources available (Provincial Employment Roundtable, forthcoming).

The goal of French-language training in Québec should always be that Quebecers who wish to live and work in the province can be equipped with the language skills they need to do so. Throughout the COVID-19 pandemic, the Québec government has demonstrated rapid and nimble responses to labour market needs by increasing investments in workforce skills training. This approach helps ensure that Québec's workforce has the future skills needed to navigate a rapidly changing labour market. Investments in skills training should be expanded to include a more comprehensive system of FLWPs. It is only by building a French-language training framework that addresses availability and access issues that the Québec government can ensure that no Quebecers get left behind.

Conclusion & Recommendations



Conclusion & Recommendations

Given the evolution of language policy in Québec over the past decades, it is more important than ever for individuals looking to work in Québec to have access to free and affordable French-language workforce training. In order for this to happen, policymakers must invest in establishing a comprehensive system of French-language workforce programs that are widely available, easy to find and designed to tackle the employment issues facing linguistic minorities.

Our review of the current landscape of workforce programs in Québec indicates that there is room for improvement when it comes to the provision of French-language workforce programs. We recommend:

- 01 Expanding FLWPs in Québec**
That FLWPs in Québec be expanded to make them available to all language learners in need of employment-oriented language training in the province.
- 02 Increasing the availability of programs**
Increasing the availability of programs in order to close regional gaps in access, especially for individuals outside of urban areas.
- 03 Establishing universal and targeted programs**
Establishing universal and targeted programs in order to address eligibility and access barriers, including employment status and regional location.
- 04 Developing more inclusive programs**
Designing programs to service a broad range of learners, including youth, individuals with disabilities, Québec-born residents, interprovincial migrants, recent graduates, parents and caregivers.
- 05 Developing specialized program curricula**
Revising program curricula to better orient them towards the needs of workers in the labour market, including the unemployed, the underemployed and workers looking to enter sectors such as healthcare, social services, construction and education.
- 06 Improving collaboration between government agencies**
That various government ministries, including the Ministère de l'Immigration, de la Francisation et de l'Intégration, the Ministère du Travail, de l'Emploi et de la Solidarité sociale and the Ministère de l'Éducation, collaborate to develop programs that serve the goals of promoting the French language while addressing employment challenges for all language learners.
- 07 Designing FLWPs with the most vulnerable learners in mind**
Designing programs with objectives and curricula that address the needs of the most vulnerable learners who face the most barriers to completing programs.

Conclusion & Recommendations

Our review of the current landscape of workforce programs in Québec indicates that there is room for improvement when it comes to the provision of programs to help English-speaking workers. We recommend:

08 Increasing funding for wrap-around support for learners

Increasing funding for wrap-around support for learners, including compensation for training and financial assistance for transportation and child care while individuals participate in language training.

09 Increasing funding for local community organizations

Increasing funding for local community organizations, given their close proximity to potential participants. Organizations that serve English-speaking populations are already well-placed to welcome and support members, and to develop French-language training models that address the local labour market realities while improving the regional coverage of programs.

10 Creating a centralized online government-funded database for French-language training programs

The Government of Québec invests in a centralized online database where all government-funded French-language training programs in Québec can be found. The database should include detailed program information such as program status, class schedules, number of participants, program objectives, eligibility criteria, accessibility information and available financial support.

11 Improving findability

That the Government of Québec and program providers increase the findability of programs by sharing and promoting FLWPs in English, so that English-speaking communities can gain more awareness of the language training options available to them.

12 Increasing awareness of subsidies

Increasing awareness about the subsidies that businesses can access when it comes to French-language training for their employees.



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Appendix

MONTREAL

PROGRAM TYPE	PROGRAM NAME	NAME OF THE COURSE OR SERVICE	WEB LINK TO PROGRAM	ORGANIZATION NAME, DEPARTMENT	ORGANIZATION TYPE
General course	French for the Workplace	French for the Workplace Level I	https://www.concordia.ca/cce/programs/french-workplace.html	Concordia University, Continuing Education	University
General course	French for the Workplace	French for the Workplace Level II	https://www.concordia.ca/cce/programs/french-workplace.html	Concordia University, Continuing Education	University
General course	Speak French in the Workplace	French in a professional context	https://ecoledelangues.umontreal.ca/en/programs/professional-french/	Université de Montréal Faculté de l'éducation permanente École de langues	University
General course	Diploma certificates in French as a second language: Certificate in French as a second language: culture, studies and work // Certificat en français langue seconde : culture, études et travail	Communication en contexte professionnel	https://admission.umontreal.ca/programmes/certificat-en-francais-langue-seconde-culture-etudes-et-travail/structure-du-programme/	Université de Montréal Faculté de l'éducation permanente École de langues	University
General course	Diploma certificates in French as a second language: Certificate in French as a second language: culture, studies and work // Certificat en français langue seconde : culture, études et travail	Français langue de l'entreprise	https://admission.umontreal.ca/programmes/certificat-en-francais-langue-seconde-culture-etudes-et-travail/structure-du-programme/	Université de Montréal Faculté de l'éducation permanente École de langues	University
General course		Français du droit	https://admission.umontreal.ca/programmes/certificat-en-francais-langue-seconde-culture-etudes-et-travail/structure-du-programme/	Université de Montréal Faculté de l'éducation permanente École de langues	University
General course		Français scientifique et technique	https://admission.umontreal.ca/programmes/certificat-en-francais-langue-seconde-culture-etudes-et-travail/structure-du-programme/	Université de Montréal Faculté de l'éducation permanente École de langues	University
General course		Français des sciences de la santé	https://admission.umontreal.ca/programmes/certificat-en-francais-langue-seconde-culture-etudes-et-travail/structure-du-programme/	Université de Montréal Faculté de l'éducation permanente École de langues	University

Appendix

MONTRÉAL

PROGRAM TYPE	PROGRAM NAME	NAME OF THE COURSE OR SERVICE	WEB LINK TO PROGRAM	ORGANIZATION NAME, DEPARTMENT	ORGANIZATION TYPE
General course		Français de la gestion des affaires	https://admission.umontreal.ca/programmes/certificat-en-francais-langue-seconde-culture-etudes-et-travail/structure-du-programme/	Université de Montréal Faculté de l'éducation permanente École de langues	University
General course	Certificate of proficiency - French for Professional Communication	YCFR 215 : French Grammar at Work	https://www.mcgill.ca/continuingstudies/program/certificate-proficiency-french-professional-communication	McGill University Continuing Education	University
General course		YCFR 316 : French Vocabulary in the Workplace	https://www.mcgill.ca/continuingstudies/program/certificate-proficiency-french-professional-communication	McGill University Continuing Education	University
General course		YCFR 415 : French Writing Techniques for the Workplace	https://www.mcgill.ca/continuingstudies/program/certificate-proficiency-french-professional-communication	McGill University Continuing Education	University
General course		YCFR 416 : French Written Communication Strategies for the Workplace	https://www.mcgill.ca/continuingstudies/program/certificate-proficiency-french-professional-communication	McGill University Continuing Education	University
General course	French Courses	French for Professionals	https://www.vaniercollege.qc.ca/language-school/programs/part-time-french-courses/	Vanier College	CÉGEP
General course	Written French for Workplace communication		https://www.mcgill.ca/continuingstudies/program/online-certificate-proficiency-written-french-workplace-communication	McGill University Continuing Education	University
General course	French for Special Purposes: French for Medical Purposes	French for Medical Purposes	https://www.mcgill.ca/continuingstudies/french-medical-purposes-program-0	McGill University Continuing Education	University

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MONTRÉAL

PROGRAM TYPE	PROGRAM NAME	NAME OF THE COURSE OR SERVICE	WEB LINK TO PROGRAM	ORGANIZATION NAME, DEPARTMENT	ORGANIZATION TYPE
General course	Business Language Course		https://sullivan-language.qc.ca/en/business-language-course/	Sullivan Centre de langues	Private organization
General course	Tremplin DEC pour immigrants allophones	Plan d'action académique et professionnel	https://www.cegepsl.qc.ca/formations/tremplin-dec-pour-immigrants-allophones/	Cégep de Saint-Laurent	CÉGEP
General course	Langues et francisation	Français des affaires	https://www.cvm.qc.ca/formation/francais-des-affaires/	Le Centre linguistique de la formation continue et aux entreprises du cégep du Vieux Montréal	CÉGEP
General course	French For The Workforce		https://yesmontreal.ca/french-for-the-workforce/	YES	Community / non-profit organization
General course	Certificat en français et anglais : l'expérience montréalaise	Français des affaires	https://etudier.uqam.ca/programme?code=4569	École de langues de l'UQAM	University
General course		Correspondance et rédaction administratives	https://etudier.uqam.ca/programme?code=4569	École de langues de l'UQAM	University
General course	Français des affaires		https://www.cgodin.qc.ca/formation-continue/programme/francais-des-affaires/	Cégep Gérald Godin	CÉGEP
General course	Cours de français spécialisés - financés par le MIFI	Administration, droit et affaires	https://www.cvm.qc.ca/formation/cours-francais-specialises-finances-mifi/	Cégep du Vieux-Montréal	CÉGEP
General course		Génie et sciences appliquées	https://www.cvm.qc.ca/formation/cours-francais-specialises-finances-mifi/	Cégep du Vieux-Montréal	CÉGEP

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MONTRÉAL

PROGRAM TYPE	PROGRAM NAME	NAME OF THE COURSE OR SERVICE	WEB LINK TO PROGRAM	ORGANIZATION NAME, DEPARTMENT	ORGANIZATION TYPE
General course		Santé	https://www.cvm.qc.ca/formation/cours-francais-specialises-finances-mifi/	Cégep du Vieux-Montréal	CÉGEP
General course		Soins infirmiers	https://www.cvm.qc.ca/formation/cours-francais-specialises-finances-mifi/	Cégep du Vieux-Montréal	CÉGEP
General course	Francisation	Spécialisé pour le domaine de la santé	https://www.bdeb.qc.ca/communaute/francisation/	Collège Bois-de-Boulogne	CÉGEP
General course	Cours de français, langue seconde		https://ecoledelanguesgrandmaison.com/cours-de-francais-langue-seconde/	École de langues GrandMaison	Private organization
General course	French courses		https://clicmontreal.com/en/french-courses-montreal/	École de langue CLIC Montreal	Private organization
General course	French courses		https://clicmontreal.com/en/french-courses-montreal/	École de langue CLIC Montreal	Private organization
Business service	Speak French in the Workplace		https://ecoledelangues.umontreal.ca/en/programs/customized-non-credit-programs/	Université de Montréal Faculté de l'éducation permanente École de langues	University
Business service	French as a Second Language courses for working people		https://www.collegemv.qc.ca/English/free-french-as-a-second-language-courses-for-working-people	Cégep Marie-Victorin	CÉGEP
Business service	Francisation et formation de base en entreprise		http://www.csqi.qc.ca/cse/coursFrancisation.php	Centre de Service aux Entreprise de Pointe de L'île	Community / non-profit organization
General course	Francisation des entreprises / Francization in the workplace		https://www.facebook.com/AcclrCCMM/	Services ACCLR	Community / non-profit organization

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MONTRÉAL

PROGRAM TYPE	PROGRAM NAME	NAME OF THE COURSE OR SERVICE	WEB LINK TO PROGRAM	ORGANIZATION NAME, DEPARTMENT	ORGANIZATION TYPE
Business service		J'apprends le français (suspended)	https://www.ccm.ca/fr/services/japprends-le-francais/	Chambre de Commerce du Montréal Métropolitain	Community / non-profit organization
Business service	Français SAE - formations offertes aux entreprises	6 types of workshops for businesses: conjugaison, conversation française, évaluation des compétences linguistiques, grammaire, interagir en français au travail	https://www.cgodin.qc.ca/formation-continue/francais-sae/	Cégep Gérard-Godin Formation continue et services aux entreprises	CÉGEP
Business service	Corporate Language Training. Accredited by Emploi-Québec within the framework of Bill 90 (1% Training and Development)	Adult courses: virtual day courses, virtual evening courses, in-person evening courses	https://www.ymcalanguages.com/en/YMCA-Language-School/Montreal-Campus/Corporate-Language-Training	Business Language Solutions, a division of the YMCA International Language School	Private organization
Business service	Francisation		https://entreprises.servicescsmb.com/francisation/	Centre de services scolaire Marguerite-Bourgeoys (La CSMB agit à titre de fournisseur reconnu par Emploi-Québec)	School service centre / School board
Business service	Custom Program Design	Accounting, A Serious Game	https://www.lefepcoop.ca/en/our-services/custom-program-design/	Lefep coop	Community / non-profit organization
Business service	Francisation of the employee		https://rmrecrutement.ca/en/services/	RM Recrutement International	Private organization
Business service		Language training and skills assessment	https://groupeldl.com/en/services	Groupe LDL	Private organization
Business service		Corporate language course	https://elam.ca/en/language-courses	École de Langue CLIC Montréal	Private organization
Business service	Francisation		https://clicmontreal.com/en/francization-courses-montreal/	École de Langue CLIC Montréal	Private organization
Business service	Corporate Programs	Corporate language course	https://clicmontreal.com/en/corporate-programs-montreal/	École de Langue CLIC Montréal	Private organization
Business service	AgriFrancisation		https://uplus.upa.qc.ca/formation/agrifrancisation/	Union des producteurs agricoles	Union

Appendix

ABITIBI-TÉMISCAMINGUE

PROGRAM TYPE	PROGRAM NAME	NAME OF THE COURSE OR SERVICE	WEB LINK TO PROGRAM	ORGANIZATION NAME, DEPARTMENT	ORGANIZATION TYPE
General course	Centre Élisabeth-Bruyère		https://www.cssrn.gouv.qc.ca/plusloin	La formation générale des adultes (au centre Élisabeth-Bruyère)	School service centre/School board
General course	French as a second language	Federal Government Courses	https://www.clicnetwork.com/Abitibi https://clicnetwork.com/francisation.php	CLIC Network - Abitibi	Private organization
Business service	Francisation Program	Corporate Courses	https://clicnetwork.com/francisation.php	CLIC Network - Abitibi	Private organization
Business service	AgriFrancisation		https://uplus.upa.qc.ca/formation/agrifrancisation-centre-du-quebec/	Union des producteurs agricoles	Union

ESTRIE

PROGRAM TYPE	PROGRAM NAME	NAME OF THE COURSE OR SERVICE	WEB LINK TO PROGRAM	ORGANIZATION NAME, DEPARTMENT	ORGANIZATION TYPE
General course	FISEQ (Francization and Socio-Professional Integration for Quebec Businesses)		Not as up-to-date website: http://newhorizons.etsb.qc.ca/esl-fsl/ Facebook page: www.facebook.com/newhorizons2365	New Horizons Adult Education Centre	School service centre/School board
General course	Le développement des compétences de base/alphabétisation		http://fga.cshc.qc.ca/page.php?p=69&tc=t&tm=h	CSSHC-Centre d'éducation des adultes (Centre de services scolaire des Hauts-Cantons)	School service centre/School board
General course			http://crifa.cshc.qc.ca/fr/page.php?p=2&tc=t&tm=w	Centre de formation professionnelle de Coaticook - CRIFA	School service centre/School board
General course	Cours de français ou de francisation	Pour professionnels	https://clicmonteregie.com/cours-de-francais/	CLIC Montérégie	Private organization

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ESTRIE

PROGRAM TYPE	PROGRAM NAME	NAME OF THE COURSE OR SERVICE	WEB LINK TO PROGRAM	ORGANIZATION NAME, DEPARTMENT	ORGANIZATION TYPE
Business service	Cours de français ou de francisation	Pour entreprises	https://clicmonteregie.com/cours-de-francais/	CLIC Montérégie	Private organization
Business service	Francisation	Corporate courses	https://www.clicnetwork.com/Sherbrooke/	CLIC Sherbrooke	Private organization
Business service	Francisation en entreprise	Francisation	https://sae-estrie.gouv.qc.ca/formations/francisation-en-entreprise/	SAE Estrie - Services aux entreprises	School service centre/School board
Business service	Francisation	Francisation en entreprise	https://sae-estrie.gouv.qc.ca/formations/francisation/	SAE Estrie - Services aux entreprises	School service centre/School board
Business service	AgriFrancisation		https://uplus.upa.qc.ca/formation/agrifrancisation-centre-du-quebec/	Union des producteurs agricoles	Union

OUTAOUAIS

PROGRAM TYPE	PROGRAM NAME	NAME OF THE COURSE OR SERVICE	WEB LINK TO PROGRAM	ORGANIZATION NAME, DEPARTMENT	ORGANIZATION TYPE
General course	French as a Second Language – EMPLOI QUÉBEC	Continuing Education Personal Development French as a Second Language – EMPLOI QUÉBEC	https://www.cegep-heritage.qc.ca/conted/business-services/languages-french-and-english/overview-languages	Cégep Heritage College - Continuing education	CÉGEP
General course	FSL Conversation	FSL Conversation course (Advanced)	https://www.cegep-heritage.qc.ca/conted/personal-development/languages/languages	Cégep Heritage College - Continuing education	CÉGEP
General course	Apprendre le français, nouvelle langue		https://cea.csdraveurs.qc.ca/apprendre-le-francais-nouvelle-langue/	Centre d'éducation des adultes des Draveurs	School service centre/School board

Appendix

OUTAOUAIS

PROGRAM TYPE	PROGRAM NAME	NAME OF THE COURSE OR SERVICE	WEB LINK TO PROGRAM	ORGANIZATION NAME, DEPARTMENT	ORGANIZATION TYPE
Business service	Francisation en entreprise	Français pour entreprises - Langues	http://fc.cegepoutaouais.qc.ca/index.php/services-aux-entreprises	Cegep Outaouais - Formation continue pour adultes et entreprises	CÉGEP
Business service	French as a Second Language	French Business Services Beginner levels (1 & 2) Intermediate levels (1 & 2) Conversation - Advanced level	https://sae-estrie.gouv.qc.ca/formations/francisation-en-entreprise/	Cegep Outaouais - Formation continue pour adultes et entreprises	CÉGEP
Business service	French as a Second Language	French Business Communications - all levels	https://www.cegep-heritage.qc.ca/conted/business-services/languages-french-and-english/french-as-a-second-language	Cégep Heritage College - Continuing education	CÉGEP
Business service	AgriFrancisation		https://uplus.upa.qc.ca/formation/agrifrancisation-centre-du-quebec/	Union des producteurs agricoles	Union

BAS SAINT-LAURENT

PROGRAM TYPE	PROGRAM NAME	NAME OF THE COURSE OR SERVICE	WEB LINK TO PROGRAM	ORGANIZATION NAME, DEPARTMENT	ORGANIZATION TYPE
General course	French as a second language	Federal Government Courses	https://cliconetwork.com/Rimouski https://cliconetwork.com/francisation.php	CLIC Network	Private organization
Business service	Francization French for Foreign Workers' program	Corporate Courses	https://cliconetwork.com/Rimouski https://cliconetwork.com/francisation.php	CLIC Network	Private organization
Business service	Français - langue seconde		https://www.formationextra.com/formation-continue/ateliers-de-formation/francais-langue-seconde	Formation Extra - Cégep de La Pocatière	CÉGEP
Business service	AgriFrancisation		https://uplus.upa.qc.ca/formation/agrifrancisation-centre-du-quebec/	Union des producteurs agricoles	Union

Appendix

CAPITALE-NATIONALE

PROGRAM TYPE	PROGRAM NAME	NAME OF THE COURSE OR SERVICE	WEB LINK TO PROGRAM	ORGANIZATION NAME, DEPARTMENT	ORGANIZATION TYPE
General course	Learn French and Work	French Courses	https://learningfrenchinquebec.com/adults-programs/french-adults/learn-french-work/#	Edu-Inter French School	Private organization
General course	Francisation des immigrants	Cours spécialisé en administration, droit et affaires	https://www.flsh.ulaval.ca/ecole-langues/etudes/francisation-des-immigrants	Faculté des lettres et des sciences humaines École de langues de l'Université Laval	University
General course	Centre d'auto-apprentissage (CAFI)	Customized learning, French language workshops, written French for workers or students	https://dfc.csfoyc.ca/francisation/centre-dauto-apprentissage-cafi/	Direction de la formation continue et des services aux entreprises, Cégep de Sainte-Foy	CÉGEP
Business service	Perfectionnement en français	Rédiger des documents administratifs: le français des affaires FRA-102-TP	https://fc.cegepgarneau.ca/rediger-des-documents-administratifs-le-francais-des-affaires (French only)	Formation continue et services aux entreprises, Cégep Garneau	CÉGEP
Business service	Francisation en entreprise	Service adapté de francisation en milieu de travail	https://dfc.csfoyc.ca/francisation/francisation-en-entreprise/	Direction de la formation continue et des services aux entreprises, Cégep de Sainte-Foy	CÉGEP
Business service	Francisation en entreprise		https://saedesdecouvreurs.com/nos-formations/francisation-en-entreprise/ (in French)	Services aux entreprises des Découvreurs	School service centre/School board
Business service	Francisation en milieu de travail		https://www.r2000.qc.ca/index.php/entreprises/83-employeurs/281-francisation-en-milieu-de-travail	Centre R.I.R.E. 2000	Community/non-profit organization
Business service	Francisation en entreprise	Cours de francisation en entreprise	https://clicquebec.ca/#nos-services	CLIC Québec	Private organization
Business service	AgriFrancisation		https://uplus.upa.qc.ca/formation/agrifrancisation-centre-du-quebec/	Union des producteurs agricoles	Union

Appendix

CENTRE-DU-QUÉBEC

PROGRAM TYPE	PROGRAM NAME	NAME OF THE COURSE OR SERVICE	WEB LINK TO PROGRAM	ORGANIZATION NAME, DEPARTMENT	ORGANIZATION TYPE
General course	Parcours d'insertion régulier		https://www.prise.ca/insertion-sociale	PRISE Partenaires régionaux pour l'insertion sociale par l'économique	Community/non-profit organization
Business service	Francisation en milieu de travail		https://www.cegepdummond.ca/inc/nos-services/	inc. Formation conseil aux entreprises Cégep de Drummondville	CÉGEP
Business service	Programme de francisation CLIC	Cours de français	https://www.clicserviceslinguistiques.com/services/cours-de-fran-c3-87ais	CLIC Services linguistiques (Victoriaville)	Private organization
Business service	Programme de francisation CLIC		https://www.clicserviceslinguistiques.com/services/cours-de-fran-c3-87ais	CLIC Services linguistiques (Victoriaville)	Private organization
Business service	AgriFrancisation		https://uplus.upa.qc.ca/formation/agrifrancisation-centre-du-quebec/	Union des producteurs agricoles	Union

CHAUDIÈRE-APPALACHES

PROGRAM TYPE	PROGRAM NAME	NAME OF THE COURSE OR SERVICE	WEB LINK TO PROGRAM	ORGANIZATION NAME, DEPARTMENT	ORGANIZATION TYPE
Business service	Francisation en entreprise		https://web.csdn.qc.ca/francais-en-entreprise	Formation continue et services aux entreprises Centre de services scolaire des Navigateurs	School service centre/School board
Business service	Formation des travailleurs Francisation		https://www.csbe.qc.ca/sae-entreprise/Formation_des_travailleurs/Formations/Francisation.html	Services aux entreprises Commission scolaire de la Beauce-Etchemin	School service centre/School board

Appendix

CHAUDIÈRE-APPALACHES

PROGRAM TYPE	PROGRAM NAME	NAME OF THE COURSE OR SERVICE	WEB LINK TO PROGRAM	ORGANIZATION NAME, DEPARTMENT	ORGANIZATION TYPE
Business service	Francisation en entreprise		http://www.cfpletremplin.com/services-aux-entreprises/francisation-des-t-e-t/	Centre de formation professionnelle le tremplin / Centre de services scolaire des Appalaches	School service centre/School board
Business service	Francisation	Cours de francisation en entreprise	https://clicquebec.ca/#nos-services	CLIC Québec	Private organization
Business service	AgriFrancisation		https://uplus.upa.qc.ca/formation/agrifrancisation-centre-du-quebec/	Union des producteurs agricoles	Union

CÔTE-NORD

PROGRAM TYPE	PROGRAM NAME	NAME OF THE COURSE OR SERVICE	WEB LINK TO PROGRAM	ORGANIZATION NAME, DEPARTMENT	ORGANIZATION TYPE
General course	Cours sur mesure pour notre région		https://www.abccotenord.com/services	ABC Côte-Nord	Community/non-profit organization
Business service	Service aux entreprises et à la communauté de la Minganie	Français mise à niveau	https://www.csmcn.qc.ca/fr/service-aux-entreprises.htm	Centre de services scolaire de la Moyenne-Côte-Nord	School service centre/School board
Business service	AgriFrancisation		https://uplus.upa.qc.ca/formation/agrifrancisation-centre-du-quebec/	Union des producteurs agricoles	Union

GASPÉSIE-ÎLES-DE-LA-MADELEINE

PROGRAM TYPE	PROGRAM NAME	NAME OF THE COURSE OR SERVICE	WEB LINK TO PROGRAM	ORGANIZATION NAME, DEPARTMENT	ORGANIZATION TYPE
Business service	Francisation		https://www.cfchic-chocs.com/services-aux-entreprises-formation-continue	Services aux entreprises - Centre de services scolaire des Chics-Chocs	School service centre/School board
Business service	AgriFrancisation		https://uplus.upa.qc.ca/formation/agrifrancisation-centre-du-quebec/	Union des producteurs agricoles	Union

Appendix

LANAUDIÈRE

PROGRAM TYPE	PROGRAM NAME	NAME OF THE COURSE OR SERVICE	WEB LINK TO PROGRAM	ORGANIZATION NAME, DEPARTMENT	ORGANIZATION TYPE
Business service	Francisation en entreprise		https://www.centremultiservice.ca/sae/francisation-en-entreprise	Centre multiservice des Samares	School service centre/School board
Business service	AgriFrancisation		https://uplus.upa.qc.ca/formation/agrifrancisation-centre-du-quebec/	Union des producteurs agricoles	Union

LAURENTIDES

PROGRAM TYPE	PROGRAM NAME	NAME OF THE COURSE OR SERVICE	WEB LINK TO PROGRAM	ORGANIZATION NAME, DEPARTMENT	ORGANIZATION TYPE
General course	Francisation en entreprise	Conversation courses	https://www.linguapraxis.ca/index-5EN.html	Lingua Praxis Inc.	Private organization
General course	Online Intensive French Course	Online Intensive French Course	https://www.accentunique.com/online-intensive-french-course.html	Accent Unique Inc.	Private organization
Business service	Français en milieu de travail		https://fcsei.cstj.qc.ca/programmes/francais-en-milieu-de-travail/	Formation continue, Services aux entreprises et International (FCSEI) du Cégep de Saint-Jérôme (CSTJ)	CÉGEP
Business service	Corporate Courses		https://www.languesmobilite.ca/en/specialized-courses/Corporate-Courses	Langues Mobilité INC.	Private organization
Business service	Cours pour entreprise		https://bilangues.com/cours-pour-entreprise/	Bilangues - École de langues	Private organization
Business service	Unknown / not described		http://www.formationcontinue.clg.qc.ca/fileadmin/templates/clg-fc/bak/images/SAE/Brochure_SAE.pdf	Service aux entreprises - Collège Lionel-Groulx	CÉGEP

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LAURENTIDES

PROGRAM TYPE	PROGRAM NAME	NAME OF THE COURSE OR SERVICE	WEB LINK TO PROGRAM	ORGANIZATION NAME, DEPARTMENT	ORGANIZATION TYPE
Business service			https://bilingualtraining.ca/qualification/training-directory/	Service aux entreprises QUALIFICATION Services bilingues/Bilingual training Commission scolaire Sir- Wilfried-Laurier/Sir Wilfrid Laurier School Board	School service centre/School board
Business service	Language Courses		https://www.linguapraxis.ca/indexEN.html	Lingua Praxis Inc.	Private organization
Business service	AgriFrancisation		https://uplus.upa.qc.ca/formation/agrifrancisation-centre-du-quebec/	Union des producteurs agricoles	Union

LAVAL

PROGRAM TYPE	PROGRAM NAME	NAME OF THE COURSE OR SERVICE	WEB LINK TO PROGRAM	ORGANIZATION NAME, DEPARTMENT	ORGANIZATION TYPE
General course	Programme rémunéré		http://textilart.ca/formation-travail/services-participants-travailleurs	Textil'art	Community/non-profit organization
General course	J'apprends le français	Cours de français professionnel	https://cliclaval.ca/cours-de-francais/	CLiC Laval	Private organization
Business service	Francisation (formule individuelle)		https://www.cmontmorency.qc.ca/formation-continue-services-aux-entreprises/services-aux-entreprises/liste-des-formations/francisation-individuelle/	Collège Montmorency Centre de formation continue Galeries Laval	CÉGEP

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LAVAL

PROGRAM TYPE	PROGRAM NAME	NAME OF THE COURSE OR SERVICE	WEB LINK TO PROGRAM	ORGANIZATION NAME, DEPARTMENT	ORGANIZATION TYPE
Business service	Français écrit pour l'usage en milieu de travail (formule individuelle)		https://www.cmontmorency.qc.ca/formation-continue-services-aux-entreprises/services-aux-entreprises/liste-des-formations/francais-ecrit-travail-individuelle/	Collège Montmorency Centre de formation continue Galeries Laval	CÉGEP
Business service	Communication au travail: développer son vocabulaire technique		https://www.cmontmorency.qc.ca/formation-continue-services-aux-entreprises/services-aux-entreprises/liste-des-formations/communication-travail-developper-vocabulaire-technique/	Collège Montmorency Centre de formation continue Galeries Laval	CÉGEP
Business service	Converser en français avec ses collègues sur des thèmes variés		https://www.cmontmorency.qc.ca/formation-continue-services-aux-entreprises/services-aux-entreprises/liste-des-formations/converser-francais-collegues/	Collège Montmorency Centre de formation continue Galeries Laval	CÉGEP
Business service	Francisation (formation en entreprise)		https://korus.ca/formation/francisation/	Formation Korus	School service centre/School board
Business service	Communiquer en français		https://korus.ca/formations/communiquer-en-francais/	Formation Korus	School service centre/School board
Business service	Cours de langue (formation en ligne)		https://korus.ca/formations/cours-de-langues-formation-en-ligne/	Formation Korus	School service centre/School board
Business service	Formation en entreprise - la francisation	Cours de français pour employés étrangers	https://cliclaval.ca/formation-en-entreprise/	CLIC Laval	Private organization
Business service	AgriFrancisation		https://uplus.upa.qc.ca/formation/agrifrancisation-centre-du-quebec/	Union des producteurs agricoles	Union

Appendix

MAURICIE

PROGRAM TYPE	PROGRAM NAME	NAME OF THE COURSE OR SERVICE	WEB LINK TO PROGRAM	ORGANIZATION NAME, DEPARTMENT	ORGANIZATION TYPE
General course	Francisation	Federal Government Courses	https://clicnetwork.com/Trois-Rivieres https://clicnetwork.com/francisation.php	CLIC Network	Private organization
Business service	Français écrit - Mise à niveau		https://formation-mauricie.ca/courslacarte/francais-ecrit-mise-a-niveau/	Cégep Trois-Rivières Formation continue et services aux entreprises	CÉGEP
Business service	Francisation en entreprise		https://formation-mauricie.ca/courslacarte/francisation-en-entreprise/	Cégep Trois-Rivières Formation continue et services aux entreprises	CÉGEP
Business service	Francisation en ligne avec conversation virtuelle		http://formationcontinue.csduroy.qc.ca/francisation-en-ligne-avec-2h-sem-de-conversation-virtuelle/	FFormation continue - Service aux entreprises Centre de services scolaire du Chemin-du-Roy	School service centre/School board
Business service	Francisation	Corporate Courses	https://clicnetwork.com/Trois-Rivieres https://clicnetwork.com/francisation.php	Clic Network	Private organization
Business service	AgriFrancisation		https://uplus.upa.qc.ca/formation/agrifrancisation-centre-du-quebec/	Union des producteurs agricoles	Union

MONTÉRÉGIE

PROGRAM TYPE	PROGRAM NAME	NAME OF THE COURSE OR SERVICE	WEB LINK TO PROGRAM	ORGANIZATION NAME, DEPARTMENT	ORGANIZATION TYPE
General course	Cours de perfectionnement	Cours de français en soins infirmiers	https://fc.cegepmontpetit.ca/cegep/formation-continue/cours-de-perfectionnement/francisation-specialisee-en-soins-infirmiers/	Cégep Édouard-Montpetit Formation continue	CÉGEP

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MONTÉRÉGIE

PROGRAM TYPE	PROGRAM NAME	NAME OF THE COURSE OR SERVICE	WEB LINK TO PROGRAM	ORGANIZATION NAME, DEPARTMENT	ORGANIZATION TYPE
General course	Le français au travail et aux études		https://formationcontinuecegepsth.ca/programme/le-francais-relie-au-travail-et-aux-etudes/	Formation continue Cégep de Saint-Hyacinthe	CÉGEP
General course	Cours de français ou de francisation	Pour professionnels / For Professionals	https://clicmonteregie.com/cours-de-francais/	CLIC Montérégie (Sorel-Tracy)	Private organization
General course	Cours de français ou de francisation	Pour professionnels / For Professionals	https://clicmonteregie.com/cours-de-francais/	CLIC Montérégie (St-Hyacinthe)	Private organization
General course	Cours de français ou de francisation	Pour professionnels / For Professionals	https://clicmonteregie.com/cours-de-francais/	CLIC Montérégie (Beloeil)	Private organization
General course	Cours de français ou de francisation	Pour professionnels / For Professionals	https://clicmonteregie.com/cours-de-francais/	CLIC Montérégie (Saint-Jean-sur-Richelieu)	Private organization
General course	Cours de français ou de francisation	Pour professionnels / For Professionals	https://clicmonteregie.com/cours-de-francais/	CLIC Montérégie (Brossard)	Private organization
General course	Cours de français ou de francisation	Pour professionnels / For Professionals	https://clicmonteregie.com/cours-de-francais/	CLIC Montérégie (Châteauguay)	Private organization
General course	Cours de français ou de francisation	Pour professionnels / For Professionals	https://clicmonteregie.com/cours-de-francais/	CLIC Montérégie (Vaudreuil-Dorion)	Private organization
General course	Cours de français ou de francisation	Pour professionnels / For Professionals	https://clicmonteregie.com/cours-de-francais/	CLIC Montérégie (Salaberry de Valleyfield)	Private organization

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MONTÉRÉGIE

PROGRAM TYPE	PROGRAM NAME	NAME OF THE COURSE OR SERVICE	WEB LINK TO PROGRAM	ORGANIZATION NAME, DEPARTMENT	ORGANIZATION TYPE
Business service	Formations à la carte	Francisation au travail	https://cegepgranby.ca/formations-a-la-carte/francisation-au-travail/	Cégep de Granby	CÉGEP
Business service	Francisation en emploi	Volet communication orale et/ou écrite	https://www.cegepst.qc.ca/wp-content/uploads/2020/02/One-pager-francisation-AB.pdf	Cégep Sorel-Tracy Service aux entreprises et municipalités	CÉGEP
Business service	Francisation des personnes immigrantes		https://www.csmv.qc.ca/sae/entreprises/formation-subventionnee-a-100-2/formation-subventionnee-a-100/	Service aux entreprises et projets internationaux Centre de services scolaire Marie-Victorin	School service centre/School board
Business service	Francisation en entreprise		https://www.cssdgs.gouv.qc.ca/francisation-en-entreprise	Centre de services scolaire des Grandes-Seigneuries	School service centre/School board
Business service	Francisation		https://sae.csp.qc.ca/categories/francisation/	Services aux entreprises et à la communauté Centre de services scolaire des Patriotes	School service centre/School board
Business service	Cours de langues en entreprise		http://traducform.com/cours-de-langue-en-entreprise.php	École de langues Traducform inc.	Private organization
Business service	French as a Second / Foreign Language	For company employees	https://clicmonteregie.com/cours-de-francais/	CLIC Montérégie (Sorel-Tracy)	Private organization
Business service	French as a Second / Foreign Language	For company employees	https://clicmonteregie.com/cours-de-francais/	CLIC Montérégie (St-Hyacinthe)	Private organization
Business service	French as a Second / Foreign Language	For company employees	https://clicmonteregie.com/cours-de-francais/	CLIC Montérégie (Beloeil)	Private organization

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MONTÉRÉGIE

PROGRAM TYPE	PROGRAM NAME	NAME OF THE COURSE OR SERVICE	WEB LINK TO PROGRAM	ORGANIZATION NAME, DEPARTMENT	ORGANIZATION TYPE
Business service	French as a Second / Foreign Language	For company employees For Professionals	https://clicmonteregie.com/cours-de-francais/	CLIC Montérégie (Saint-Jean-sur-Richelieu)	Private organization
Business service	French as a Second / Foreign Language	For company employees	https://clicmonteregie.com/cours-de-francais/	CLIC Montérégie (Brossard)	Private organization
Business service	French as a Second / Foreign Language	For company employees	https://clicmonteregie.com/cours-de-francais/	CLIC Montérégie (Châteauguay)	Private organization
Business service	French as a Second / Foreign Language	For company employees	https://clicmonteregie.com/cours-de-francais/	CLIC Montérégie (Vaudreuil-Dorion)	Private organization
Business service	French as a Second / Foreign Language	For company employees	https://clicmonteregie.com/cours-de-francais/	CLIC Montérégie (Salaberry de Valleyfield)	Private organization
Business service	AgriFrancisation		https://uplus.upa.qc.ca/formation/agrifrancisation-centre-du-quebec/	Union des producteurs agricoles	Union

NORD-DU-QUÉBEC

PROGRAM TYPE	PROGRAM NAME	NAME OF THE COURSE OR SERVICE	WEB LINK TO PROGRAM	ORGANIZATION NAME, DEPARTMENT	ORGANIZATION TYPE

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SAGUENAY-LAC-SAINT-JEAN

PROGRAM TYPE	PROGRAM NAME	NAME OF THE COURSE OR SERVICE	WEB LINK TO PROGRAM	ORGANIZATION NAME, DEPARTMENT	ORGANIZATION TYPE
General course	Français : langue professionnelle		https://mastera.qc.ca/francais-langue-professionnelle.html	MASTERA FORMATION CONTINUE Cégep de Jonquière	CÉGEP
General course	Francisation	Federal Government Courses	https://clcnetwork.com/francisation.php	CLIC Network (Saguenay)	Private organization
Business service	Francisation en entreprise		http://seccol.com/fr/page/formation-sur-mesure	Services aux entreprises et aux collectivités - Cégep de Saint-Félicien - Centre d'études collégiales à Chibougamau	CÉGEP
Business service	Linguistic Services		https://langues-jonquiere.ca/en/linguistic-services.html	Centre linguistique du Collège de Jonquière	CÉGEP
Business service	Francisation en entreprise		https://forgescom.com/programmes/francisation/	Centre de formation professionnelle Alma - Centre de services scolaire du Lac-Saint-Jean	School service centre/School board
Business service	Francisation	Francization French for Foreign Workers	https://clcnetwork.com/Saguenay https://clcnetwork.com/francisation.php	CLIC Network (Saguenay)	Private organization
Business service	AgriFrancisation		https://uplus.upa.qc.ca/formation/agrifrancisation-centre-du-quebec/	Union des producteurs agricoles	Union

(NOTE: HYPERLINKS FOR THE PROGRAMS WERE PROVIDED. SOME COURSES MAY NO LONGER BE AVAILABLE.)



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