**Appendix 1: Transcript**

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|  | **December 19, 2012** (Information Radio broadcast date) |  |
| *Speaker* | *Podcast* | *Line* |
| Marcy | Hi I'm Marcy Markusa and you're listening to Learning English with CBC. Every year, about \_\_\_\_\_\_\_\_\_immigrants to Canada become citizens. But becoming a citizen has become increasingly difficult. In 2010, the federal government changed the citizenship test, requiring \_\_\_\_\_\_\_\_\_\_\_\_\_to pass and making the questions more challenging. Then, in November of 2012, the rules were changed again so that newcomers between 18 and 54 must prove they have a Canadian Language Benchmark score of \_\_\_\_\_\_\_before they can apply for citizenship. In this interview, Terry MacLeod interviews Ermias Yoseph of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_about how these changes are affecting newcomers in Manitoba. | 5  10 |
| Terry | How hard is it for newcomers to reach this benchmark level of four? |  |
| Ermias | *Um*, considering the \_\_\_\_\_\_\_\_\_\_\_\_\_where most of these refugees come from it’s very hard because most of our clients because of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_did not have an opportunity to go to school or to *ah* get a formal education and now to require them to obtaina \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_level of four and above is very hard for them. | 15  20 |
| Terry | How did it work before these rules came into effect? |  |
| Ermias | Before these rulescame \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_you didn’t have to have a required benchmark level as long as you have \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_knowledge of Canadian history and you are able to communicate in English you can and then as long as you’ve lived for about three years in Canada, you are able to apply. It was not mandatory to have a benchmark level of four and above. | 25 |

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| Terry | Is it \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_to expect people to have a certain level of English in order to function in Canadian society? | 30 |
| Ermias | *Ah* I understand the the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_behind this requirement. It’s a to allow or to assist newcomer families, including refugee newcomers, to be able to communicate effectively or to be able to find work easily. But it should also be understood that most of these refugees did not have a\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. Some of them never went to school in their lives. So it’s very difficult for for them to attain that. Some may not ever, may never be able to attain the benchmark level four, so considering those facts, I don’t think \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_for refugee families. | 35  40 |
| Terry | Now the government says the rules are in place because better English leads to greater work success for newcomers. Are these rules \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_people to work harder because they aim for a benchmark level of four, and therefore they say, I’m going to get that, I’m going to work really hard? | 45 |
| Ermias | *Ah* some of these people actually , from the time they arrived in Canada, they’ve been\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. They they realize that it’s important for them to to know the language or to have the language skills in order to be successful at work. They’ve been attending school, I know (*mentions the name of two newcomers he knows*), they’ve been attending school \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_They’ve been working; they know that it helps but the same time, it’s also bringing some \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_for them to *ah* be able to apply for Canadian citizenship but *ah* it’s an \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_problem. | 50  55 |