Innovative Practices in Employment Language Training for Low Level English Learners
November 15th, 2016 | 1:30 P.M. – 3:00 P.M.
Housekeeping

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Agenda

1. Dawson Creek Literacy Society
   – Katie Stevenson
   – Carole Taylor

2. BC Federation of Labour Occupational Health and Safety Centres
   – Brian Campbell
Dawson Creek Literacy Society

Katie Stevenson
Lead Teacher and Settlement Services Coordinator

Carole Taylor
Coordinator for Essential Skills & Adult Dogwood Programs

Funded by: Immigration, Refugees and Citizenship Canada
Financé par : Immigration, Réfugiés et Citoyenneté Canada
Employment Language
Training for Low Level
English Learners

Katie Stevenson and Carole Taylor
Dawson Creek Literacy Society
Outline for Today

- Program Structure and Funding
- Eligibility Criteria
- Overview of Essential Skills
- Essential Skills and Language Learning
- Program Specifics
- Designing your curriculum/lessons
- Supported Certificate Attainment
- Classroom Tips and Tools
- Case Studies
Structure and Funding

- Funded through the Ministry of Jobs, Tourism,
- Continuous Intake Model
- Essential-Skills Based
- Flexible program duration, schedule and hours per week
- One-on-one and small group instruction
Eligibility Criteria

- Must be unemployed or underemployed
- Not be EI Eligible
- CLB skills that equate with low essential skills
  - Assessment demonstrates low skills (Test of Workplace Essential Skills [TOWES], Canadian Adult Achievement Test [CAAT] or Canadian Language Benchmarks Placement Test [CLB])
What Are Essential Skills?

- Literacy and Essential Skills are part of the ‘right to learn’ required for people to function effectively at work, at home and in their community.
The 9 Essential Skills

There are 9 Essential Skills that are used in everyday life and employment.

- ✔ Reading Text
- ✔ Document Use
- ✔ Numeracy
- ✔ Writing
- ✔ Oral Communication
- ✔ Thinking Skills
- ✔ Working with Others
- ✔ Computer Use
- ✔ Continuous Learning
Surveyed adults (aged 16-65) in 23 countries to determine literacy levels and the impact of literacy on economic success

**Definition of Literacy:**
The ability to understand and use printed information in daily activities at home, at work and in the community - to achieve one's goals, and to develop one's knowledge and potential.
IALS Measurement of Literacy

- Ready
- Document Use
- Numeracy
International Adult Literacy Findings

- Literacy is firmly linked to economic success and productivity. It is essential to the social and economic well-being of all people.

42% of Canadian adults lack the basic literacy skills required for successful participation in our modern economy and society.

Canadian Immigrants have skills shortages of between 10 to 16 per cent higher than the non-immigrant population

- The majority of jobs in Canada require at least IALS Level 3 literacy skill, yet 43% of all students leaving Canada’s high schools still do so Level 1 and 2 skills. Some students obtain their grade 12 diploma but don’t have the skills that the level of education implies. About 10% of high school students don’t graduate.
Test Of Workplace Essential Skills

The BC Construction Industry Skills Improvement Council
Burnaby, BC

Calgary, AB
What Does TOWES Measure?

**Reading Text**
- Product Information
- Manuals
- Regulations, Codes
- Bulletins, Notices
- Newsletters
- Memos, E-Mail

**Numeracy**
- Money Mathematics
- Measurement and Calculation
- Scheduling, Budgeting and Accounting
- Data Analysis
- Estimation

**Document Use**
- Lists
- Tables
- Entry Forms
- Graphs and Charts
- Maps
- Drawings and Pictures
- Flow Charts
<table>
<thead>
<tr>
<th>Occupation Title</th>
<th>Reading Text</th>
<th>Document Use</th>
<th>Numeracy</th>
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<tbody>
<tr>
<td>Air Transport Ramp Attendants</td>
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<td>Apparel Production Supervisors</td>
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<td>Bartenders</td>
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<td>Boat Operators</td>
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<td>Cashiers</td>
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<td>Correspondence, Publication Clerks</td>
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<td>Early Childhood Educator Assistants</td>
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<td>Foundry Workers</td>
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<td>Heavy Equipment Operators</td>
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<td>Nursery and Greenhouse Workers</td>
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<td>Paper Converting Machine Operators</td>
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<td>Pest Controllers and Fumigators</td>
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<td>Purchasing and Inventory Clerks</td>
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<td>Sawmill Machine Operators</td>
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<td>Signmakers</td>
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<td>Taxicab Drivers</td>
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<td>Telephone Operators</td>
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<td>Tellers, Financial Services</td>
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<td>Truck Drivers</td>
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Over 200 occupations require Levels 2 or 3 in Reading Text, Document Use and Numeracy. See Human Resources Development Canada's website for essential skills requirements for more than 180 occupations: www/hrdc-drhc.gc.ca/essentialskills.
About 30 percent of workers' income is linked to their level of Essential Skill levels.

No other factors, including education and work experience, are as significant.
Impact on Safety

Research by the Canadian Trucking Human Resources Council:

Drivers with level 1 reading skills are 176% more likely to be involved in a workplace accident than those at levels 3 to 5.
CLB and Essential Skills

• Essential Skills and CLB complexity levels comparison
### Canadian Language Benchmarks & Essential Skills Comparative Framework Overview

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<th>ES ORAL COMMUNICATION*</th>
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<td>CLB LISTENING</td>
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<td>CLB READING &amp; WRITING</td>
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*Note that there are four levels of complexity for Oral Communication, as compared to five levels of complexity for reading, writing, and document use.
Program Overview

- Intake process creates a learner plan
- Learner plans dictate curriculum
- Resources are created/sourced online as per learner needs
- Learner plan likely requires
Our Learners

- Refugee family
- Women, particularly women with young children
- CLB levels 1-4, although most would be the 2/3 level in most domains
- Particular barriers in our region: transportation/language
How does it differ from a CLB class?

- Occupation or sector-specific class materials (i.e. interview questions)
- NOCs are used to inform instruction and program design
- Cohorts for sectors if possible
Developing Curriculum

- Curriculum should be very visual and easy to understand
- Students are able to See it, Touch it and Feel it.
- NOCs are used to guide material development
- Student Training plans and assessments also inform development
Supported Certificate
Attainment

- First Aid
- Foodsafe
Example of Handout for Introduction to First Aid Course

- FIRST AID KIT
  - Scissors
  - Elastic Bandage
  - Antiseptic Wipes
  - Band Aid
  - Gauze Pad
  - Triangular Bandage (Sling)
  - Gloves
  - Gauze Bandage
  - Burn Gel
First Aid Kit
Laminated Pictures
FoodSafe Level 1 Course

- PowerPoint uses Canadian Language – I also include the captions.

- Classroom Materials:
  - Oven Thermometer
  - Fridge & Freezer Thermometer
  - Disposable Items – Plastic Spoon, fork, knife etc.
  - Visual Food Cards

- Two instructors are in the course- one to instruct and the other to assist students

- Exam is read out loud and translations is permitted in the exam if it is available.

- FoodSafe Exams are offered in the following languages:
  - English
  - Arabic
  - Chinese
  - Farsi
  - French
  - Japanese
  - Korean
  - Punjabi
  - Spanish
  - Tagalog
  - Vietnamese
Classroom Tips & Tools

- Pictures, pictures, pictures
- Field trips/Guest speakers
- One-on-one support in certificate classes (Foodsafe, First Aid)
- Manipulatives
- Networking (attending the local Chamber or Rotary Club meetings, other social or community networking groups)
- Translators – real and digital
- Community volunteers
- Business support
- Employer support on the job
- Job search partnerships
Case Study 1

- Maria* is originally from Columbia where she worked for a large utility company.
- CLB level 3/4
- Spanish is spoken in the home
- Difficulty finding a job due to language barriers
- Limited Canadian/English job entry skills
- Practice interviews in class with instructor and local employer, resume creation
- Local employer hired her on a part-time basis and is providing language support on site
Case Study 2

- Ahmed* - most recent CLB assessment was a level 2 in most domains
- Worked closely with Job Search
- One-on-one, volunteer tutors, small group instruction
- Resume creation
- Driver’s license (apps! Google translate!)
- Local employer support on the job
- Employed for 8 weeks in a temporary position, just signed 6-month contract renewal
BC Federation of Labour
Occupational Health and Safety
Centres English as an Additional
Language Training

Brian Campbell
Facilitator/Coordinator

Funded by: Immigration, Refugees and Citizenship Canada

Financé par : Immigration, Réfugiés et Citoyenneté Canada
BC Federation of Labour
Occupational Health and Safety Centres English as an Additional Language Training

Health & Safety centre

Brian Campbell
BC Federation of Labour

• Founded in 1910
• Umbrella organization for all the Unions in the province of British Columbia.
• Over 500,000 members
• Advocates for better conditions for all working people in the province.
• “What we desire for ourselves, we wish for all” – J.S Woodsworth
We believe all workplace injuries, illnesses, diseases & deaths are preventable.

Our mission is to provide the education and resources necessary to participate in health and safety at the workplace to prevent injury, illness, disease and death.
For workers who have been killed, suffer disease or injury as a result of work.

British Columbia - 128 fatalities in 2013

British Columbia - 173 fatalities in 2014

British Columbia - 187 fatalities in 2015

Canada – 1,000 fatalities every year
What we do

- OH&S Committee Education
- Supervisor OH&S Responsibilities
- Improving Return to Work Outcomes
- Building Psychologically Healthy Workplaces
- English as a Additional Language through OH&S
- OH&S for Migrant Workers
- Employment Program OH&S
- Young Workers OH&S (Alive After 5)

BCFED Health & Safety Centre

Programs

Occupational Health and Safety ESL
Barriers Faced by New Canadians and Migrant Workers

- **Literacy** – Unable to read and understand health and safety regulations, and may have difficulty accessing information about safety rights.

- **Comprehension and Communication Skills** – Adherence to workplace policies and safe work procedures require effective communications systems and worker comprehension.

- **Voice** – Workplace health and safety requires worker participation to identify and correct hazards and to be empowered to raise questions and concerns.

- **Underemployment** – Doctors, engineers and lawyers doing manual labour.

- **Geography** – Social isolation or existing in a ‘language/culture bubble’.
“employers spent 10 per cent of their training budgets on occupational health and safety training.

But respondents said they spent just two per cent of the budget for organizational training, learning and development on literacy and basic skills upgrading.”

“more than four in 10 Canadians in the working-age population do not have the literacy skills needed to perform most jobs well.”
Stakeholders

• Affiliated Unions – 500,000 members
• Community Partners: MOSAIC, DIVERScity, SUCCESS, PICS
• Schools and Institutions: BCIT, Douglas College, Kwantlen University, Camosun College, UBC.
• Program Partners: BladeRunners, Springboard Program, Pathways.
Programs of the BCFED OH&SC directed at New Canadians
ESL for Health and Safety
ESL for Health and Safety

- FREE 12 week program
- Participants learn English language skills through utilizing Health and Safety content.
- Graduation ceremony and dinner at the completion of program.
- Past participants have become active committee members and Health and Safety Professionals.
- 80 to 100 participants per year.
Occupational Health and Safety Course

- Rights and Responsibilities
- WorkSafeBC Overview and Services
- Hazard Identification and Recognition
- Personal Protective Equipment
- Right to Refuse Unsafe Work
- CPR Training
- Incidents and Injuries
OHS Course continued

• Injury Reporting and Claims
• WHMIS
• Ergonomics
• Bullying and Harassment
• Employment Standards
• Health and Safety Committees
• Unions and their role
• Applying for Jobs
Graduation Dinner
Fridays 9:45am—2:15pm
Starting October 14th, 2016
12 Weeks of Classes
Child minding services available

improve your English while you learn about work safety rights

Free ESL Course
EAL English as an additional language

- certificate and dinner at graduation
- you are eligible if you work or are seeking work in BC
- have fun & meet new people
- located at Richmond Multicultural Community Services

Register at: healthandsafetybc.ca/ESL  •  604-433-1453

220 - 4351 No. 3 Road, Richmond (Aberdeen Skytrain Station)
Links to Classroom Materials

www.healthandsafetybc.ca
Q&A Session

• Type your questions in the Question Box
• Tweet using #AMSSAevents
• Email to events@amssa.org
Closing Remarks

• Please Fill Out the Online Evaluation Form

• Sign up for SetNet: http://www.amssa.org/settlement-net/

Thank you!