Curriculum Outline to Support Blended Learning

Prepared for: Contact North | Contact Nord
Prepared by: Robyn Cook-Ritchie
Project Consultant

This Employment Ontario project is funded by the Government of Ontario.

Contents

Introduction 4
Section 1: Learning Readiness 5
Commitment to the LBS program and readiness to learn 5
Comfortable Trying to Learn Online 6
Goal Setting and Organization Skills 7
Basic Understanding of Computers 7
Personal and Private Online Information 8
Digital Footprint 8
Manage Learning 9
Section 2: Access to Technology 10
Section 3: Learner Digital Skills 12
Types on a computer keyboard 12
Uses a computer mouse and laptop touchpad 13
Understands operating systems 14
Understands what the Internet is and what a web browser is 14
Understands how to use a search engine on the Internet 15
Can create a password 15
Can set up an online account 15
Use digital technology 16
Has email and can use it 16
Communicate Ideas and Information 17

Can complete an online form 17
Can use word processing software 17
Can create and save a PDF file 18
Can save and organize files on a computer 18
Can save files on the cloud 19
Can stay organized using an online calendar 19
Can use a conferencing platform like Zoom, Big Blue Button, or other 20
Can use a learning management system like Moodle 21
Can attend an e-Channel Class 21
Section 4: Practitioner Readiness 22

Introduction

For a learner to be able to access and participate in e-Channel courses, there are several things they need to be able to do. They also need to have adequate access to technology. Practitioners from face-to-face delivery agencies should understand how to implement blended learning effectively. The outline in this report provides a checklist of learner proficiencies, technology needs, and practitioner proficiencies that should be in place prior to learners accessing e-Channel courses through a blended learning process.

The outline is divided into four sections

- Section 1: Learning Readiness
- Section 2: Access to Technology
- Section 3: Learner Digital Skills
- Section 4: Practitioner Readiness

Learning Readiness provides a checklist of general learner proficiencies with suggested tools to assess and address gaps.

Access to Technology is a checklist tool that can be used to identify potential gaps in available technology and make a plan to address those gaps.

Learner Digital Skills is a checklist of learner digital proficiencies. Suggested curriculum resources and assessments are included.

Practitioner Readiness provides a list of responsibilities that the face-to-face agency practitioner should be willing to undertake in the blended learning process.

The views expressed in this document are the views of the Recipient and do not necessarily reflect those of the Province. The Government of Ontario and its agencies are in no way bound by any recommendations contained in this document.

Section 1: Learning Readiness

Learners should demonstrate readiness prior to accessing an e-Channel course. Readiness involves a number of different factors. The proficiencies below provide checklists for key areas of learner readiness. Each proficiency has curriculum and/or assessment resources that can be accessed to assess learner skills or behaviours or support the acquisition of those skills or behaviours.

Learner Proficiency	Curriculum and Assessment Resources
Commitment to the LBS program and readiness to learn The learner: ☐ attends the program on a regular basis ☐ has basic reading, writing, speaking, and listening skills ☐ is self-motivated ☐ is confident in their ability to learn ☐ asks questions ☐ is comfortable advocating for self ☐ knows what their learning style is and how it can affect online learning ☐ can think critically and solve problems ☐ is comfortable making decisions ☐ understands the nuances of online communication	**GCF LearnFree** **Critical Thinking and Decision Making** https://edu.gcfglobal.org/en/problem-solving-and-decision-making/ Online Tutorial **Rumie Bytes** **What are soft skills?** https://learn.rumie.org/jR/bytes/what-are-soft-skills/ Online Tutorial **How to succeed as an online learner** https://learn.rumie.org/jR/bytes/how-to-succeed-as-an-online-learner/ Online Tutorial **How to stay focused during online learning** https://learn.rumie.org/jR/bytes/how-to-stay-focused-during-online-learning/ Online Tutorial **How can I build a strong relationship with my online instructor?** https://learn.rumie.org/jR/bytes/how-can-i-build-a-strong-relationship-with-my-online-instructor/

	Online Tutorial **How Can I Work Well Independently** https://learn.rumie.org/jR/bytes/how-can-i-work-well-independently/ Online Tutorial
Comfortable Trying to Learn Online The learner knows: ☐ how to interact with or process information on computer screen- i.e., how to “read” on a computer screen ☐ how to overcome their fear of computers and technology ☐ some common myths about technology ☐ not to blame themselves when technology doesn’t work ☐ where they can use computers for free ☐ if lacking any of the above, has compensatory support system (peer mentor, tutor, family support) to assist them	**You Don’t Need to Be Afraid of Computers (LLSC)** https://www.llsc.on.ca/digital-literacy-modules PDF/Word/Interactive Documents
	LinkedIn **Fear of computers among people and how to overcome it** https://www.linkedin.com/pulse/fear-computers-among-people-how-overcome-assrafun-naher Online Article
	Rumie Bytes **4 ways to become more comfortable with technology** https://learn.rumie.org/jR/bytes/4-ways-to-become-more-comfortable-with-technology/ Online tutorial

Goal Setting and Organization Skills The learner knows: ☐ how to set goals ☐ what their goal(s) are ☐ how to create a learning or study schedule ☐ how to use a calendar effectively for learning	**Google for Education Applied Digital Skills** **Create a Study Schedule to Meet Your Goals** https://applieddigitalskills.withgoogle.com/c/middle-and-high-school/en/create-a-study-schedule-to-meet-your-goals/overview.html Online Tutorial **Note this is advanced
	Google for Education Applied Digital Skills **Organize Your Day with Google Calendar** https://applieddigitalskills.withgoogle.com/c/college-and-continuing-education/en/organize-your-day-with-google-calendar/overview.html Online Tutorial
	Rumie Bytes **Set and Achieve Smart Goals** https://learn.rumie.org/jR/bytes/set-and-achieve-smart-goals/ Online Tutorial
Basic Understanding of Computers The learner knows: ☐ what a computer system is ☐ the parts of a computer system ☐ the basic parts of a computer (hardware) ☐ common peripheral devices used with computers ☐ how to turn a computer on and off	**Intro to Computers (LLSC)** https://www.llsc.on.ca/digital-literacy-modules PDF/Word/Interactive Documents
	Parts of a Computer (LLSC) https://www.llsc.on.ca/digital-literacy-modules PDF/Word/Interactive Documents
	LBS Digital Literacy Curriculum (CESBA) **Looking at My Computer section** https://cesba.com/cesba-launches-lbs-digital-curriculum/ PDF
	GCF LearnFree

	Computer Basics https://edu.gcfglobal.org/en/computerbasics/ Online Tutorial
	Contact North **Computer Basics- an e-Channel Help Playlist** https://www.youtube.com/watch?v=GwG6aXka1us&list=PLbWQVkumzbUeiF1-gft6ACcSddCheFQw9 Online YouTube Playlist
	Northstar **Basic Computer Skills** https://assessment.digitalliteracyassessment.org/basic-computer-skills-1 Online Assessment
Personal and Private Online Information The learner knows: ☐ the difference between personal and private information ☐ what identity theft is	**Personal and Private Information Online (LLSC)** https://www.llsc.on.ca/digital-literacy-modules PDF/Word/Interactive Documents
	LBS Digital Literacy Curriculum (CESBA) **Personal and Private Information Online section** https://cesba.com/cesba-launches-lbs-digital-curriculum/ PDF
Digital Footprint The learner knows ☐ what a digital footprint is ☐ what a digital footprint might contain ☐ how a digital footprint can affect other things like employment	**My Digital or Online Footprint (LLSC)** https://www.llsc.on.ca/digital-literacy-modules PDF/Word/Interactive Documents
	Northstar **Digital Footprint** https://assessment.digitalliteracyassessment.org/digital-footprint-2 Online Assessment

Note: A digital footprint is the information about a person that exists on the internet as a result of their online activity	
Manage Learning ☐ the learner successfully completes Milestone 57 or Milestone 57a	**OALCF** **Milestone 57 or Milestone 57a** **Manage Learning** https://oalcf-repository.ca/en/home PDF Assessment Tool

Section 2: Access to Technology

In order to participate in e-Channel classes, learners need to have access to adequate technology. This includes hardware, software, reliable high-speed Internet, and peripherals. In a blended learning situation, learners often participate in e-Channel classes while on-site at face-to-face delivery agencies. Technology needs to be addressed on-site to ensure a learner can fully participate. If a learner is participating in an e-Channel course off-site (e.g. in their own home), the access to technology section should be reviewed with them to make sure they have everything in place.

Learners should also have clear instructions about what to do if they experience a “glitch”. This should include a list of steps to take and who to contact should they experience difficulties. It is important for learners to know that technology-related issues happen all the time and that they aren’t the “fault” of the learner.

This section provides a checklist of necessary technology. If items are missing, creating a plan to address the gap before a learner starts an e-Channel course will help ensure the process is smoother for the learner.

Item	Yes	No	If no, plan of action
Desktop or laptop computer			
External mouse and keyboard if using a laptop			
High-speed Internet with reliable connectivity			
Unlimited or adequate data plan			
Current and supported version			

of Windows or macOS operating system			
Current and supported web browser			
Headphones with integrated microphone (or speakers/microphone integrated into device)			
Video camera			
Up-to-date virus protection on device			
Access to personal email if using an organizational computer			
Access to software (e.g. Microsoft Office			
Printer			

Other considerations:

- If the learner is accessing e-Channel at a service delivery agency are there organizational firewalls that may cause issues?
- If the learner does not have adequate access to technology is there an alternative site they can use (e.g. Contact North Centre, local library)

Section 3: Learner Digital Skills

Participation in most e-Channel courses requires learners to have basic digital skills. Although not comprehensive, the list of learner proficiencies in this section outlines many of those skills. Each proficiency has curriculum and/or assessment resources that can be accessed to assess learner skills or support the acquisition of those skills. Not all of the skills included are pre-requisites, it depends on the level of support a classroom provider can give. It is important to note that proficiency does not necessarily require mastery of each skill.

Learner Proficiency	Curriculum and Assessment Resources
Types on a computer keyboard The learner knows: ☐ how a keyboard works ☐ how to type adequately using a keyboard	**Typing on a Computer Keyboard (LLSC)** https://www.llsc.on.ca/digital-literacy-modules PDF/Word/Interactive Documents
	LBS Digital Literacy Curriculum (CESBA) **Looking at My Computer section** https://cesba.com/cesba-launches-lbs-digital-curriculum/ PDF
	GCF LearnFree **Typing Tutorial** https://edu.gcfglobal.org/en/typing/ Online Tutorial
	Typing Games Zone https://www.typinggames.zone/ Online Games to practice typing

Uses a computer mouse and laptop touchpad The learner knows: ☐ the basic parts of a mouse ☐ the difference between a mouse and a touchpad ☐ how to use a mouse	**GCF LearnFree** **Mouse Tutorial** https://edu.gcfglobal.org/en/mousetutorial/mouse-tutorial/1/ Online Tutorial
	Computer Mouse and Laptop Touchpad (LLSC) https://www.llsc.on.ca/digital-literacy-modules PDF/Word/Interactive Documents
	LBS Digital Literacy Curriculum (CESBA) **Looking at My Computer section** https://cesba.com/cesba-launches-lbs-digital-curriculum/ PDF
	GCF LearnFree **Mouse Tutorial** https://edu.gcfglobal.org/en/mousetutorial/ Online Tutorial
	Mouse Practice https://mouse-practice.com/ Online Games to practice using a mouse

Understands operating systems The learner knows: ☐ what an operating system is ☐ what is on the desktop of Windows ☐ how to open an application	**Operating Systems (LLSC)** https://www.llsc.on.ca/digital-literacy-modules PDF/Word/Interactive Documents
	GCF LearnFree **Windows Tutorials** https://edu.gcfglobal.org/en/topics/windows/ Online Tutorials for different versions of Windows.
	Northstar **Windows** https://assessment.digitalliteracyassessment.org/windows-win10-1 Online Assessment (Windows 10)
Understands what the Internet is and what a web browser is The learner knows: ☐ what the internet is ☐ what an Internet browser is ☐ how to use some common functions in an Internet browser	**The Internet and Web Browsers (LLSC)** https://www.llsc.on.ca/digital-literacy-modules PDF/Word/Interactive Documents
	GCF LearnFree **Internet** https://edu.gcfglobal.org/en/topics/internet/ Online Tutorials for various online browsers.
	Northstar **Internet Basics** https://assessment.digitalliteracyassessment.org/internet-basics-1 Online Assessment

Understands how to use a search engine on the Internet The learner knows: ☐ what a search engine is ☐ some of the most popular search engines ☐ how to use a search engine to find information	**Internet Search Engines (LLSC)** https://www.llsc.on.ca/digital-literacy-modules PDF/Word/Interactive Documents
	LBS Digital Literacy Curriculum (CESBA) **Looking on the Internet section** https://cesba.com/cesba-launches-lbs-digital-curriculum/ PDF
	GCF Learn Free **Search Better** https://edu.gcfglobal.org/en/search-better-2018/ Online Tutorial - includes video playlist on YouTube
Can create a password The learner knows: ☐ what a password is ☐ how to create a strong password	**GCF LearnFree** **Creating Strong Passwords** https://edu.gcfglobal.org/en/internetsafety/creating-strong-passwords/1/ Online Tutorial
Can set up an online account The learner knows: ☐ what a Google or Microsoft account is ☐ how to set up an account ☐ how to login to an account	**GCF LearnFree** **Google Account** https://edu.gcfglobal.org/en/googleaccount/ Online Tutorial
	GCF LearnFree **Microsoft Account** https://edu.gcfglobal.org/en/microsoftaccount/ Online Tutorial

Use digital technology ☐ the learner successfully completes Milestone 54 or Milestone 54a	**OALCF** **Milestone 54 or Milestone 54a** **Use Digital Technology** https://oalcf-repository.ca/en/home PDF Assessment Tool
Has email and can use it The learner knows: ☐ what email is ☐ how to set up an email account ☐ some basic email features ☐ how to send a simple email ☐ how to reply to an email ☐ how to attach a document to an email ☐ when to send an email and when to contact someone directly (e.g. by phone) ☐ how to check a junk mail folder regularly ☐ how to change email security options	**Email Basics (LLSC)** https://www.llsc.on.ca/digital-literacy-modules PDF/Word/Interactive Documents
	LBS Digital Literacy Curriculum (CESBA) **Learning about Email section** https://cesba.com/cesba-launches-lbs-digital-curriculum/ PDF
	GCF LearnFree **Email Basics** https://edu.gcfglobal.org/en/topics/emailbasics/ Online Tutorials
	Google for Education Applied Digital Skills **Communicate Using Email (Gmail)** https://applieddigitalskills.withgoogle.com/c/college-and-continuing-education/en/communicate-using-email/overview.html Online Tutorial
	Northstar **Using Email** https://assessment.digitalliteracyassessment.org/email-1 Online Assessment

Communicate Ideas and Information ☐ the learner successfully completes Milestone 23	**OALCF** **Milestone 23** Write an email to express interest and to provide information supporting a request https://oalcf-repository.ca/en/home PDF Assessment Tool
Can complete an online form The learner knows: ☐ common data you enter into an online form or fillable form ☐ how to fill in an online form	**Online Forms (LLSC)** https://www.llsc.on.ca/digital-literacy-modules PDF/Word/Interactive Documents
Can use word processing software The learner knows: ☐ what Microsoft Office and Microsoft Word is ☐ how to use some basic features of Microsoft Word to create a document	**Application Software- Word (LLSC)** https://www.llsc.on.ca/digital-literacy-modules PDF/Word/Interactive Documents
	LBS Digital Literacy Curriculum (CESBA) **Learning about Microsoft Word (MS Word) section** https://cesba.com/cesba-launches-lbs-digital-curriculum/ PDF
	LBS Digital Literacy Curriculum (CESBA) **Learning about Notepad section** https://cesba.com/cesba-launches-lbs-digital-curriculum/ PDF
	GCF LearnFree **Word Tutorial** https://edu.gcfglobal.org/en/word/ Online Tutorial - includes video playlist on YouTube You can also access online tutorials for older versions of Word.

	Northstar **Microsoft Word** https://assessment.digitalliteracyassessment.org/ms-word-office2016-1 Online Assessment (Word 2016)
Can create and save a PDF file The learner knows: ☐ what a PDF file is ☐ how to save a document as a PDF file	**GCF LearnFree** **What is a PDF File?** https://edu.gcfglobal.org/en/basic-computer-skills/what-is-a-pdf-file/1/ Online Tutorial
Can save and organize files on a computer The learner knows: ☐ what a file and folder are ☐ icons for common file types ☐ how to save a file ☐ how to create folders and organize files	**Files and Folders (LLSC)** https://www.llsc.on.ca/digital-literacy-modules PDF/Word/Interactive Documents
	LBS Digital Literacy Curriculum (CESBA) **Learning about Folders and Images section** https://cesba.com/cesba-launches-lbs-digital-curriculum/ PDF

Can save files on the cloud The learner knows: ☐ what the cloud is ☐ common cloud services and basic features ☐ how to upload a file to the cloud ☐ how to save and organize files in the cloud	**Storing Information on the Cloud (LLSC)** https://www.llsc.on.ca/digital-literacy-modules PDF/Word/Interactive Documents
	Google for Education Applied Digital Skills **Use Google Drive to Organize Files and Folders** https://applieddigitalskills.withgoogle.com/c/college-and-continuing-education/en/use-google-drive-to-organize-files-and-folders/overview.html Online Tutorial
Can stay organized using an online calendar The learner knows: ☐ the different ways they can use an online calendar ☐ basic features of common online calendars	**Online Calendars (LLSC)** https://www.llsc.on.ca/digital-literacy-modules PDF/Word/Interactive Documents
	Google for Education Applied Digital Skills **Organize Your Time with a Digital Agenda** https://applieddigitalskills.withgoogle.com/c/middle-and-high-school/en/organize-your-time-with-a-digital-agenda/overview.html Online Tutorial
	Using Zoom (LLSC) https://www.llsc.on.ca/digital-literacy-modules PDF/Word/Interactive Documents
	GCF LearnFree **Zoom Tutorial**

Can use a conferencing platform like Zoom, Big Blue Button, or other The learner knows: ☐ what Zoom is and what it does ☐ how to join a Zoom meeting ☐ how to use basic Zoom features	https://edu.gcfglobal.org/en/zoom/ Online Tutorial
	Contact North **Zoom- a Guided Tour** https://youtu.be/utHX7Y4uAME YouTube Video
	Contact North **Online Web Conferencing Common Tools** https://youtu.be/krTWv3i0h7k YouTube Video
	Contact North **Big Blue Button Guided Tour** https://youtu.be/K-cWji_z9wQ YouTube Video

Can use a learning management system like Moodle The learner knows: ☐ what a learning management system is ☐ how to access a learning management system	**Contact North** **e-Channel Moodle Introduction** https://youtu.be/eI6qMguGxYk YouTube Video
Can attend an e-Channel Class The learner knows: ☐ how to select and attend an e-Channel class	**e-Channel How to Attend a Class** https://e-channel.ca/students/how-attend-class-0 Online Video

Section 4: Practitioner Readiness

The face-to-face program practitioner supporting blended learning needs to be ready to do their part. The list below outlines practitioner responsibilities to successfully implement and support blended learning. The practitioner should also have the skills outlined in Section 3 to ensure they are able to support a learner in the acquisition of those skills.

Practitioner Responsibilities	Tools and Resources
Ensure the learner has the skills and proficiencies necessary to participate in an e-Channel course	**See Resources in Section 1 and Section 3 above**
	GCF LearnFree **Teacher Guides** https://edu.gcfglobal.org/en/gcfteacherguides/ Online guides to help practitioners select and use content with learners
Help the learner access the required technology and set up a device if necessary	**See Section 2 above**
	Digital Unite **Helping Someone Set up a Device Remotely** https://www.digitalunite.com/technology-guides/computer-basics/getting-started/helping-someone-set-new-device-remotely Online Guide
Make sure they understand how to implement blended learning	**Contact North** **e-Channel Blended Learning Resources** https://e-channel.ca/practitioners/e-channel-blended-learning-resources • e-Channel Curriculum Map with Milestones February 2020 • e-Channel Referral Guide

	• Video: Blended Learning in LBS- What it is and how it works • Video: Registering for e-Channel Programs
Help the learner solve issues related to access	**Contact North** **Winning Strategies for Setting Up a Blended Training Program** https://e-channel.ca/sites/default/files/inline-pdfs/Winning_Strategies_blended_Training_Program.pdf Online Guide
Be willing to share assessment information with e-Channel organization	**Contact North** **e-Channel Blended Learning Resources** https://e-channel.ca/practitioners/e-channel-blended-learning-resources
Be willing to communicate with e-Channel organization on a regular basis	**Contact North** **e-Channel Blended Learning Resources** https://e-channel.ca/practitioners/e-channel-blended-learning-resources
Be willing to coach or mentor the learner during the e-Channel course	**Contact North** **e-Channel Blended Learning Resources** https://e-channel.ca/practitioners/e-channel-blended-learning-resources