



Pop Up PD
for Literacy Educators

Workforce/Workplace Resources and Best Practices

January 28, 2021




Learning Networks of Ontario



e-Channel

About Pop Up PD for Literacy Educators

- free webinar series developed by Ontario's LBS Regional Networks, Sectors, & the Provincial Support Organizations for Literacy
- supports LBS practitioners with presentations on topics important to them
- webinars presented for LBS practitioners annually since 2015-2016; French language transcriptions coming soon!
- **all** webinar presentations, recording links & transcripts here:
<https://e-channel.ca/practitioners/pop-pd-resources>
- webinar topic ideas welcome at: e-channel@contactnorth.ca



Why a webinar on Workforce/Workplace?

Lead: Literacy Northwest

Partners: Mid North Network, Literacy
Network Northeast, QUILL Learning
Network, COFA, and Contact North

- Provincial workplace/workforce survey
- A compendium of current workforce and workplace resources and best practices
- Professional development

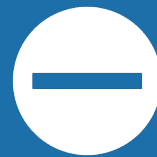
Poll #1



Are you confident that you can differentiate between workplace and workforce literacy in Literacy and Basic Skills?



Yes



No

Definition of Workforce Literacy

Workforce literacy and essential skills are generally associated with the skills needed by those adults trying to **enter the workforce**.

<https://www.nwtliteracy.ca/>


Definition of Workplace Literacy

Workplace literacy and essential skills refer to the skills that adults who are already employed need to do their jobs more effectively, retain their jobs, obtain promotions, or move on to other kinds of work. Workplace literacy and essential skills programs are generally **held at or near the workplace.**

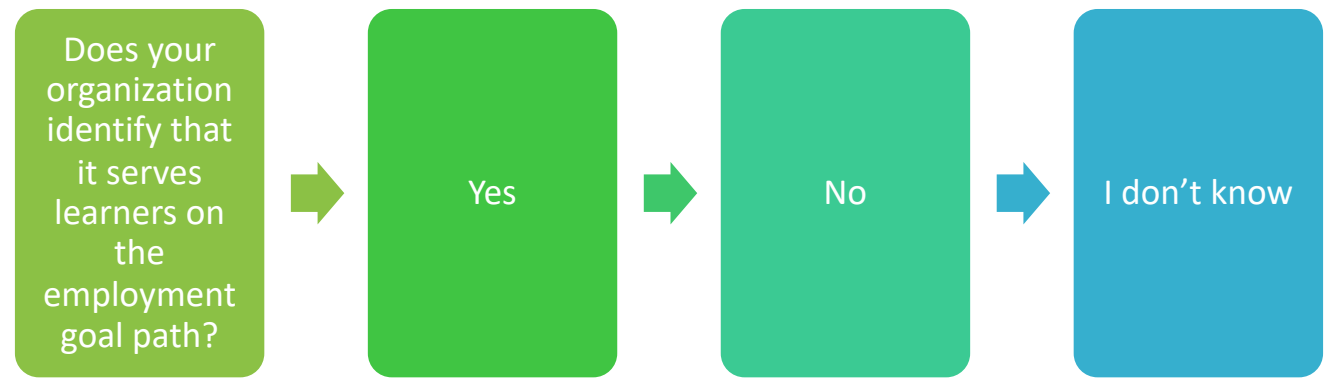



Let's
discuss!

How do these definitions compare to your definitions for workforce and workplace literacy?



Poll #2





Why do we even talk about workforce and workplace literacy?

- We're part of Employment Ontario
- Employment is a dominant goal path
- People need to develop skills to get a job and to keep a job
- Cyclical history of workplace literacy in Ontario



Survey administration

- **Two surveys**
 - In English – 76 responses (36 complete and 40 partial)
 - In French – 31 responses (21 complete and 10 partial)
- **Mix of qualitative and quantitative questions**

Responses by sector

Sector	English Survey	French Survey
Community-based	62.9%	57.1%
School board	17.1%	28.6%
College	20.0%	14.3%


Do you (your agency)
deliver workforce training?

	English Survey	French Survey
Yes	39.0%	14.3%
No	61.0%	85.7%



Discussion Question

If you were trying to increase your program's capacity to deliver workforce training, what type(s) of materials would you be looking to get your hands on?

- Information or web resource
 - Equipment resource
 - Assessment tool or resource
- 

Workforce: Recommended occupational curricula resources or websites

- EARAT (Evaluating Academic Readiness for Apprenticeship Training) assessment and learning resources
- QUILL tasks with self-developed curriculum
- Instructor-prepared materials
- CLO's occupational curricula series
- Myers-Briggs for personality types to initiate conflict resolution and understanding differences in the workplace.
- Dawn Sign Press material to discuss cultural mediation between Deaf and hearing culture

Workforce: Recommended occupational curricula resources or websites (cont'd)

- NOC – National Occupational Classification
- CLO compendium
- <http://www.communityliteracyontario.ca/resources/publications/>;
Customer service curriculum by TVLA – adapted for our use
- Smart Serve, Basics FST, Advanced FST, Personality Dimensions, GCF Learn Free, typing.com, ACCENTURE, Access forward, 4 steps to health and safety, MLTSD
- UpSkills for Work, Money Matters, The Learning HUB, GCF Global Learn Free

Workforce: Recommended occupational curricula resources or websites (cont'd)

- Trainers develop their own material, taking into account learners' needs: grammar, writing, research and completing forms
- Technologies (Excel, Word, Outlook)
- OALCF/ FORA

Workforce: Recommended essential/soft skills programs

- Instructor-prepared materials
- Safe Food Handling Online Certification - we deliver our own material and learners get certified online through a reputable site.
- Microsoft Certification for individuals who are looking for receptionist or clerical jobs.
- We create our own material based on OALCF curriculum.
- Soft Skill Solutions
- Up Skills for Work, GCF Global Learn Free
- We use resources from the centre FORA and COFA programs
- Microsoft

Workforce: Recommended equipment resources

- Zoom
- Point of Sale unit, photocopier, desktop computers, laptops, cell phones
- PowerPoints, projector,
- SMART board, Internet
- Up-to-date technology
- Interactive whiteboard, iPad, Smartphones

Workforce: Recommended assessment tools or resources

- EARAT assessments for Communications, Math and Sciences
- Assessments created by instructors for the particular outcomes of the training
- PTP's CAMERA assessment
- CAB, Common Assessment (Durham Region developed), Essential Skills, in-house developed (computer assessments)
- FORA and RDÉE
- Editions Logitel for training
- Assessments on digital technology, searching for information on the web, interaction with others

Workforce: Key practices that support learners in successfully transitioning to the next step of their employment plan

- Students have a solid understanding of their specific academic skills and gaps (EARAT)
- Faculty have in-depth knowledge about the student's goal occupation so that they can help provide the context for the skills being developed
- Kinesthetic, engaging and contextualized activities
- One to one tutoring based on the learner's own goals
- Good referrals based on really understanding the learner's needs
- Flexible training modes and a supportive warm learning environment

Workforce: Key practices that support learners in successfully transitioning to the next step of their employment plan (cont'd)

- A detailed training plan based on the NOC # of the profession of choice
- Refer to outside agencies for required certificates
- Accessible training provision using American Sign Language (ASL)
- Referrals
- Comprehensive intake and assessment approach, research, ongoing evaluation of goal path, flexibility, identification of required wrap-around supports

Workforce: Key practices that support learners in successfully transitioning to the next step of their employment plan (cont'd)

- Support connections to next steps; use the Job Bank site for career planning/trend analysis/job search; flexibility of training to accommodate work schedules
- Connecting with Employment Services, including YJC when applicable
- Focusing their upgrading on their goal path if possible (instead of using general resources)
- Tailoring training to the learner's needs and providing one-on-one training if required
- Understanding the learner's needs, job-related exercises
- Speak appropriately and clearly. Do research and use the information. Communicate information.

Workforce: Other comments to share about your workforce delivery experience?

- There is ongoing demand in our community for workforce training. Often individuals participating are not eligible for other training options such as Second Career, nor does that funding (Second Career) cover short-term training.
- Hands-on opportunities where possible.
- I encourage learners to become volunteers for employers. In doing so, they gain experience in their chosen professional field. Invest in their communities. Improve their verbal skills by interacting with others.

Spotlight on workforce delivery!

We began working with a Ridgetown College instructor and provided Digital Literacy to adult learners who needed skills in this area to participate in online learning. Many were farm workers who needed to take a spray technician course due to the pandemic and were not familiar with how. We hope to continue to do this.

Spotlight on workforce delivery!

We offer boutique/targeted training such as customer service skills, cash register, complex phone skills, and Bring Your 'A' Game soft skills training. Employers want people with experience so they are asking employers about their training and what they can incorporate to help their learners be more competitive for employment positions.

Spotlight on workforce delivery!

Wellington County Learning Centre had started a construction helper program for entry-level jobs, but due to COVID they were waiting to complete the practical piece of the program. The Centre made some last-minute changes and learners were asked to submit their designs and the staff person cut their wood based on their designs and then delivered it to the learner's door along with the nails, screws, sandpaper, etc., so that the learner could build their project. The finished project reveal will be held on Zoom.

What do you think are the most
significant challenges to
delivering **workforce** literacy?

What support(s) do you need
to deliver workforce literacy?

Do you (your agency) deliver workplace training?

	English Survey	French Survey
Yes	39.0%	14.3%
No	61.0%	85.7%

Workplace: Recommended information or website resources

- Workforce Planning Board
- Blended learning with GBC to provide WHMIS training certificates. We discuss workplace culture, NOC, Ontario Skills Passport, Ontario Job Bank (career exploration) and interview skills
- <https://upskillsforwork.ca/resources> -2/
- Community Literacy of Ontario (CLO)
- Service Canada, OCOT, MLTSD, Ministry of Education

Workplace: Recommended information or website resources - Francophone

- It varies depending on employers' needs. Usually, information comes from the employer because it is linked to their sector's terminology. A majority of our clients aim to improve their French.
- We refer them to the Centre Fora website since they want to improve their French in the workplace. Sometimes, we refer them to Quebec websites.
- Français en ligne with F@d Grammaire progressive du Français
- Sharepoint

Workplace: Recommended equipment resources

- Point of Sale (POS) training software and touchscreen computers
- We currently do not provide any equipment. We explain and teach the concepts of the workplace.
- Bullfrog Point of Sale and Customer Service training, GSuite for non-profits (through AlphaPlus)
- Laptop, computer, iPad, Smartphone, tablet, headset or Bluetooth headphones
- Zoom, Messenger
- Cardiac defibrillator

Workplace: Recommended assessment tools and resources

- CAMERA – Deaf CAMERA is a formal assessment tool we use for employment goal path learners. We also look at CABS for assisting with teaching employment readiness.
- <https://alis.alberta.ca/careerinsite/know-yourself/work-values-quiz/>
- Aptitude tests from major retail employers ie., FreshCo, our agency developed assessments
- Survey, internal tools, Milestones, demonstrations
- Evaluation of French-language skills (Centre Moi, j'apprends)
- COFA resources

Workplace: Key practices that contribute to successful workplace delivery

- Locally sourced information – job postings; referrals to local ES provider
- We refer to Employment Service agencies for this service
- Collaborating with our Local Employment Options office to help with training for Youth Job Connect
- Relationship with learners and employer, clear objectives, customized resources
- Flexible delivery, customized resources
- Comprehensive assessment with the learners to understand skill level, deficiencies and vulnerabilities, partnership with our in-house ES program and YESS programs, flexible individualized delivery model, implementation of wrap-around supports, strong employer partnerships

Workplace: Key practices that contribute to successful workplace delivery - Francophone

- Individualized resources, partnerships with community groups
- On-site training, investing in staff, partnerships with businesses
- Our trainers are qualified teachers, and their expertise allows us to provide very flexible programming.
- Training available online or in-person. Provide diversity to each employee who wants to improve their competencies. Personal learning plan. Have the required availability to satisfy clients.
- Relationship with employer, contact, flexibility, individualized training, various levels, partnerships

Workplace: What relationships with specific agencies have you developed to support or inform your workplace delivery?

- Referrals and information session included
- We refer to Canadian Hearing Services Employment Services for clients ready to enter the workforce or seeking formalized certification
- AlphaPlus helped us get registered for GSuite for Non-profits
- Successful referrals to and from agencies regarding retraining/workplace prep/advancement
- Community Literacy of Ontario (CLO)
- Our in-house ES and YESS programs, and other LBS and ES providers in the Durham Region, WSIB

Workplace: What relationships with specific agencies have you developed to support or inform your workplace delivery?
Francophone

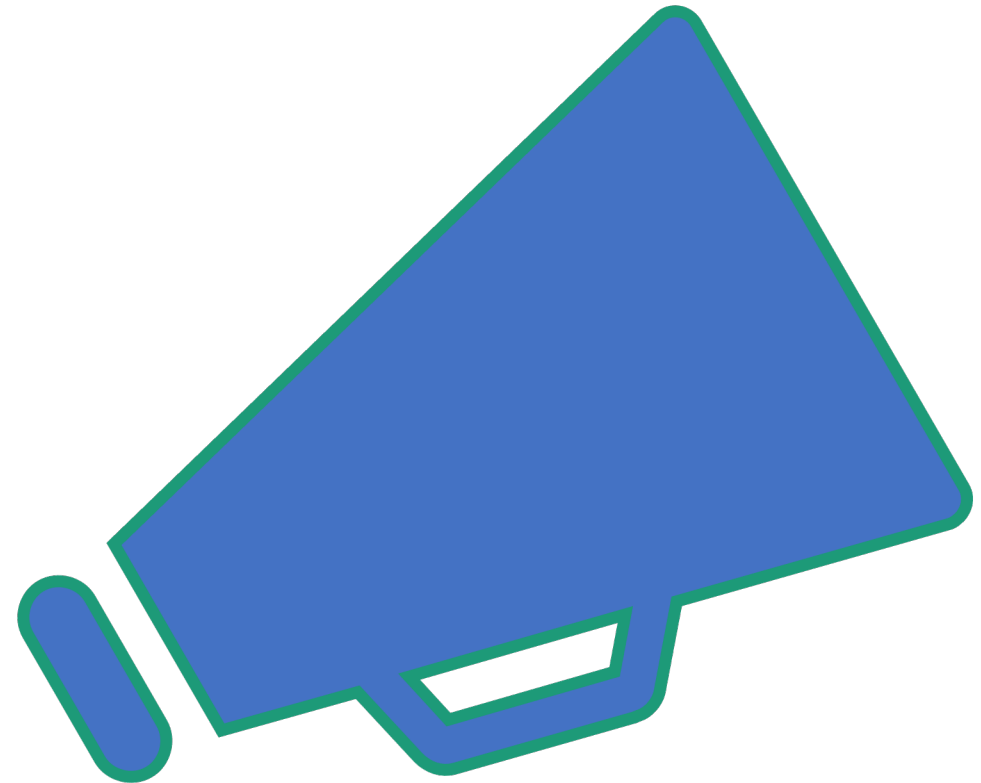
- Stardust-technologies
- Communications with Francophone organizations, because most businesses in Greenstone are Anglophone, although a lot of them would like their staff to be bilingual

Workplace: Any other comments about workplace delivery?

- Our experience has been when developing resources and support for workplace delivery is that the relationship with the employer is key. Understanding their challenges and goals has informed the development of our resources.
- Some employers want their staff to be bilingual, but our centre only accepts clients who already have solid basic French. The centre cannot provide training to Anglophones. It is unfortunate because we are the only centre that can offer training in French.

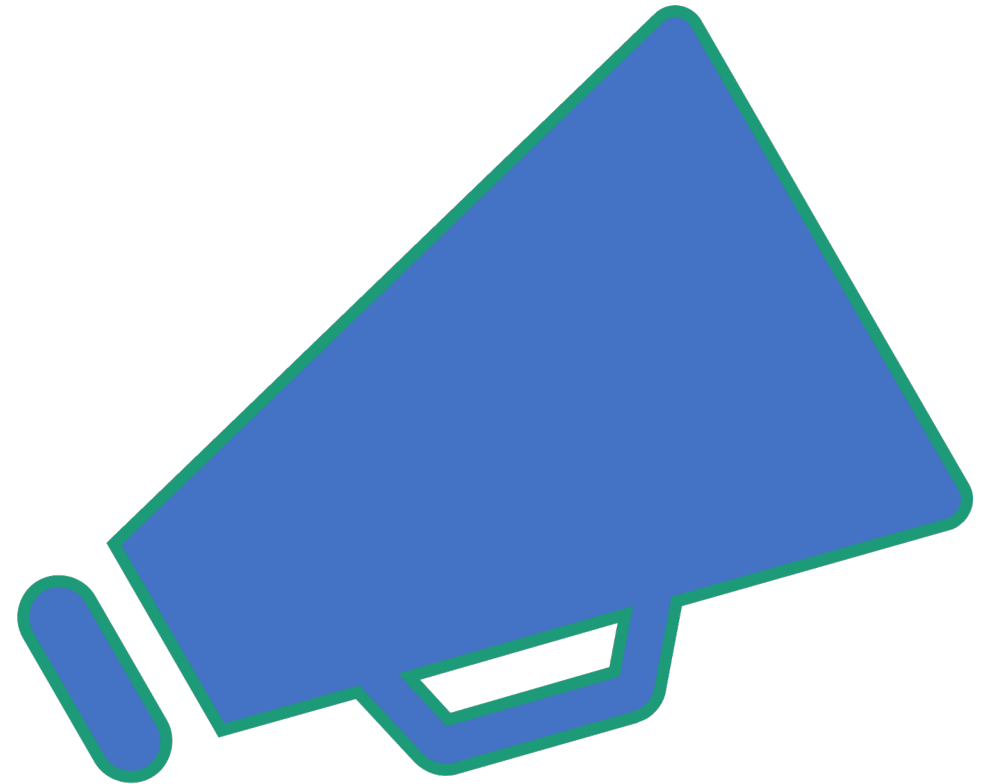
Spotlight on workplace delivery!

The French community-based agency is offering computer and digital literacy and upgrading language skills off-site at different employers, as needed



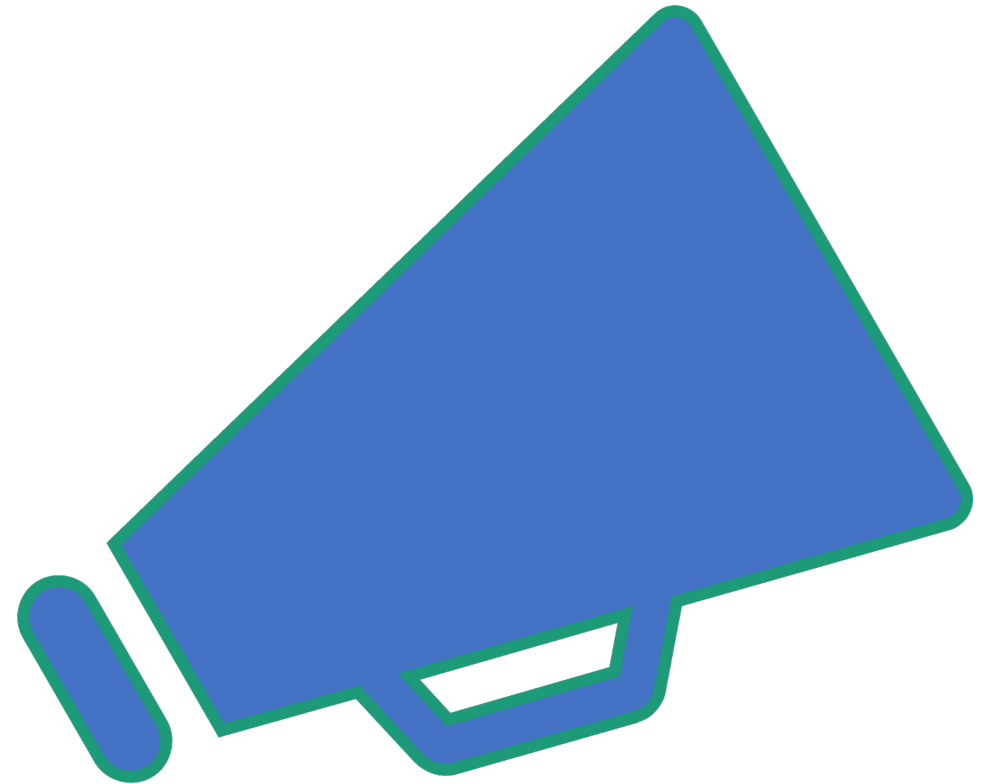
Spotlight on workplace delivery!

YMCA Employment has plans to partner with the Home Depot. They will provide on-site workplace specific computer training starting at the end of 2019.



Spotlight on workplace delivery!

The English community-based agency is currently offering math, financial literacy and employability/communication skills off site at LiUNA



Connections with other MLTSD flagship programs

- Pre-apprenticeship
- SkillsAdvance Ontario
- Youth Job Connect



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Did you know?

- Most Planning and Development Boards ask employees questions about skills and upgrading in EmployerOne Surveys
- Many Planning and Development Boards surveyed employers as a result of the pandemic and included questions about skills needs
- In some communities, Literacy Service Planning (LSP) groups and their regional network are working on joint outreach plans to employers
- Some LSP groups discuss Labour Market Information to determine occupational that connects to entry-level jobs

What do you think are the most
significant challenges to
delivering **workplace** literacy?

What support(s) do you need
to deliver workplace literacy?

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Compendium Preview



Q and A



Pop Up PD
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Thank you!

Coming soon:

❖ webinar resources: <https://e-channel.ca/practitioners/pop-pd-resources>

❖ webinar evaluation: <https://tinyurl.com/y6x9zupx>

❖ registration link for our next webinar:

https://echannelcontactnorth.zoom.us/webinar/register/WN_LhBGLMweTeWcdEAoDdU9cg