

Occupation-specific Language Training at Ontario Colleges:

Backgrounder

Comprehensive Occupation-Specific Language Training

New occupation-specific language training being offered by Ontario colleges will provide communication and socio-cultural workplace training to newcomers to help them succeed within their chosen careers.

The language training courses are geared towards newcomers who

- have training or experience in one of the sectors listed in the chart.
- have a language level of Canadian Language Benchmark of 6 to 8 or Niveaux de compétence linguistique canadiens of 6 to 8 for courses offered in French.
- are permanent residents or protected persons.

These language training courses are funded by Citizenship and Immigration Canada and will be piloted by 13 colleges across Ontario in fall 2009. Each course will consist of 180 hours of instruction and will be available on a part-time or full-time basis.

Each course will be evaluated and refined to ensure it meets high quality standards and addresses the learning needs of participants.

Sector-based Language Training with a Focus on Occupations

Each course curriculum includes communication training relevant to the sector, as well as instruction tailored to the specific occupational communication needs of participants.

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Colleges will offer occupation-specific language training courses in the following sectors and occupations.

Sector	Occupations
Business	<ul style="list-style-type: none">• Accounting Personnel• Entrepreneur• Hospitality Worker
Health Sciences	<ul style="list-style-type: none">• Dental Hygienist• Nurse• Personal Support Worker• Polysomnographer
Human Services	<ul style="list-style-type: none">• Early Childhood Educator• Police and Security Officer
Construction	<ul style="list-style-type: none">• Bricklayer• Carpenter• Electrician• Plumber• Steamfitter
Motive Power	<ul style="list-style-type: none">• Automotive Service Technician• Truck and Coach Technician• Heavy Duty Equipment Technician
Technology	<ul style="list-style-type: none">• Architectural Technologist and Technicians• Engineering Technologist and Technicians<ul style="list-style-type: none">· Mechanical· Industrial Engineering and Manufacturing· Electrical and Electronics• Environmental Technologist and Technicians• Information Technologist• Computer Programmer

In-depth Curriculum Designed by Content and Language Experts

Language and occupational content experts have designed the courses using a common framework so that all six courses address sector, occupation and socio-cultural communication skills in a consistent way.

The courses will be delivered by qualified college language instructors who have received intensive orientation in this language curriculum.

Providing an Understanding of Workplace Culture

Participants will develop a strong understanding of the socio-linguistic dimensions of their occupation and its sector, and learn how to communicate effectively within their workplace culture. This curriculum better positions newcomers for career success.

Serving Newcomers and Supporting Ontario's Economy

Occupation-specific language training courses will meet both the career communication needs of newcomers and the skilled labour needs of the province. Practical, intensive and career-driven language training will help newcomers find and maintain work commensurate with their skills and experience in their specific occupation, and better integrate into the provincial workforce.

Ontario Colleges: Meeting the Career-focused Needs of Learners

Ontario's 24 colleges respond to the changing demographic, social and economic realities in communities across the province, serving as hubs that support the lifelong learning and training needs of community members at more than 100 campuses. Participants graduate from career-focused college programs with the skills and knowledge they need to become successfully employed in a wide variety of occupations.

Moreover, Ontario colleges are a visible first point of entry for new Canadians seeking to obtain information on pathways to employment, credentials and skills assessment, language training, upgrading of skills and knowledge, and postsecondary education and training.

Ontario's colleges are highly experienced in meeting the language needs of newcomers, and have a strong track record in designing and delivering occupation-specific language training.

The following colleges will be offering occupation-specific language training courses in 2009/2010.

	Business	Health Sciences	Human Services	Automotive Trades	Construction Trades	Technology
Algonquin 613-727-4723 x 5781		✓				
Boréal 905-544-9824 x 7311		✓				
Centennial 416-289-5000 x 7540	✓	✓		✓		
Conestoga 519-748-5220 x 3751		✓	✓			
Fanshawe 519-452-4430 x 4730	✓	✓				✓
George Brown 416-415-5000 x 3246	✓	✓			✓	
Georgian 705-728-1968 x 1611					✓	
Humber 416-675-6622 x 5125	✓					✓
La Cité Collégiale* 613-742-2475 x 2774		✓			✓	
Mohawk Health Sc: 905-540-4247 x 26736 Human Sv: 905-318-4295 x 1053		✓	✓			
Niagara 905-641-2252 x 4190	✓	✓				
Seneca 416-491-5050 x 2517	✓	✓				✓
Sheridan 905-459-7533 x 5450	✓					✓

*courses delivered in French

Workplace Communication Skills for Automotive Trades

Workplace Communication Skills for Automotive Trades is occupation-specific language training that teaches participants how to better communicate on the job in the automotive trades and in specific motive power trades occupations, and to understand the socio-cultural dimensions of motive power trades workplaces.

This course is for newcomers who

- have training or experience as an automotive technician in one of the following:
 - automotive service
 - truck and coach
 - heavy duty equipment.
- have a language level of Canadian Language Benchmark of 5/6 to 8.
- are permanent residents or protected persons.

Participants may be working in, or want to re-enter, an occupation related to their training and experience in the motive power trades, or want to undertake a program of study to bridge to employment in motive power trades.

The in-depth language curriculum is sector specific, focusing on motive power trades workplaces in Ontario, relevant provincial workplace legislation, occupational regulation and certification and workplace culture.

The curriculum is supplemented by language learning activities tailored for participants of different motive power trades backgrounds. An activity that focuses on the language skills needed when making progress updates, for example, provides the broad sector-based communication framework for relaying information, while

also addressing the specific types of communication used by automotive service technicians, truck and coach technicians or heavy duty equipment technicians when updating customers or service managers about projects.

Practical and relevant communication activities such as dialogue practice, role play and simulations teach participants how to

- clearly and effectively interact with co-workers, service managers and customers.
- understand policies and procedures for receiving and completing work orders.
- confidently communicate over the telephone and two-way radio.
- competently present status updates on projects.
- improve interviewing, networking and career-building communication skills.

Workplace Communication Skills for Automotive Trades equips graduates to apply their workplace communication training in a variety of motive power trades settings, including

- repair shops
- car dealership service stations
- leasing companies
- trucking companies
- public transit departments.

Workplace Communication Skills for Business

Workplace Communication Skills for Business is occupation-specific language training that teaches participants how to better communicate on the job in business occupations, and to understand the socio-cultural dimensions of business workplaces.

This course is for newcomers who

- have training or experience in one of the following:
 - running their own business
 - accounting
 - hospitality.
- have a language level of Canadian Language Benchmark of 6 to 8.
- are permanent residents or protected persons.

Participants may be working in, or want to re-enter, an occupation related to their training and experience in business, or want to undertake a program of study to bridge to employment in business.

The in-depth language curriculum is sector specific, focusing on workplace culture and the communication skills needed to succeed in targeted business occupations. The curriculum is supplemented by occupational tool kits and language learning activities tailored for participants of different business backgrounds. An activity that focuses on the language skills needed when providing customer service, for example, provides the broad sector-based communication framework for client service, while also addressing the specific types of service-providing communication used by entrepreneurs, accounting personnel and hospitality workers when dealing with their clients.

Practical and relevant communication activities such as dialogue practice, role play and simulations teach participants how to

- clearly and effectively interact with customers, suppliers, financial officers and government officials.
- accurately collect and document business and industry information.
- confidently communicate in meetings, over the telephone and by e-mail.
- improve interviewing, networking and career-building communication skills.

Workplace Communication Skills for Business equips graduates to apply their workplace communication training in a variety of business settings and industries, either as entrepreneurs, accounting personnel or hospitality workers.

Workplace Communication Skills for Construction Trades

Workplace Communication Skills for Construction Trades is occupation-specific language training that teaches participants how to better communicate on the job in the construction trades and in specific construction occupations, and to understand the socio-cultural dimensions of construction trades workplaces.

This course is for newcomers who

- have training or experience in construction with a specialty in one of the following:
 - carpentry
 - electrical
 - plumbing
 - steamfitting
 - bricklaying.
- have a language level of Canadian Language Benchmark or Niveaux de compétence linguistique canadiens of 5/6 to 8.
- are permanent residents or protected persons.

Participants may be working in, or want to re-enter, an occupation related to their training and experience in the construction trades, or want to undertake a program of study to bridge to employment in construction.

The in-depth curriculum is sector specific, focusing on construction trades workplaces in Ontario, relevant provincial workplace legislation, occupational regulation and certification, labour market trends and workplace culture. The curriculum is supplemented by occupational tool kits and language learning activities tailored for participants of different construction trades backgrounds.

An activity that focuses on the language skills needed when making progress updates, for example, provides the broad sector-based communication framework for relaying information, while also addressing the specific types of data-sharing communication used by carpenters, electricians, plumbers, steamfitters or bricklayers when updating clients, supervisors or contractors about projects.

Practical and relevant communication activities such as dialogue practice, role play and simulations teach participants how to

- clearly and effectively interact with supervisors, contractors, customers and other tradespeople.
- understand the task, material and safety requirements of assignments.
- confidently communicate over the telephone and two-way radio.
- competently present status updates on projects.
- improve interviewing, networking and career-building communication skills.

Workplace Communication Skills for Construction Trades equips graduates to apply their workplace communication training in a variety of construction trades settings, including

- residential development sites
- commercial development sites
- public works projects
- private homes.

Workplace Communication Skills for Health Care

Workplace Communication Skills for Health Care is occupation-specific language training that teaches participants how to better communicate on the job in the health care sector and in specific health occupations, and to understand the socio-cultural dimensions of these workplaces.

This course is for newcomers who

- have training or experience in one of the following:
 - dental hygiene
 - personal support work
 - nursing
 - polysomnography.
- have a language level of Canadian Language Benchmark or Niveaux de compétence linguistique canadiens 6 to 8.
- are permanent residents or protected persons.

Participants may be working in, or want to re-enter, an occupation related to their training and experience in the health sector, or want to undertake a program of study to bridge to employment in the health sector.

The in-depth language curriculum is sector-specific, focusing on health care workplaces in Ontario, relevant provincial workplace legislation, regulated and unregulated health sciences occupations, labour market trends in health care, and the cultural context of health care workplaces. The curriculum is supplemented by occupational tool kits and language learning activities tailored for participants of different health sector backgrounds. An activity that focuses on the language skills needed when providing care, for example, provides

the broad sector-based communication framework for caregiving, while also addressing the specific types of communication used by dental hygienists, personal support workers, nurses or polysomnographers when dealing with their clients.

Practical and relevant communication activities such as dialogue practice, role play and simulations teach participants how to

- clearly and effectively interact with patients, supervisors and members of the health-care team.
- accurately collect, record and present patient data.
- confidently communicate over the telephone and by e-mail.
- use patient-centred language to enhance therapeutic communication.
- improve interviewing, networking and career-building communication skills.

Workplace Communication Skills for Health Care equips graduates to apply their workplace communication training in a variety of health care settings, including

- clinics
- hospitals
- nursing homes
- community agencies
- medical offices
- residences.

Workplace Communication Skills for Human Services

Workplace Communication Skills for Human Services is occupation-specific language training that teaches participants how to better communicate on the job in the human services sector and in specific human services occupations, and to understand the socio-cultural dimensions of human services workplaces.

This course is for newcomers who

- have training or experience in one of the following:
 - early childhood education
 - policing
 - security.
- have a language level of Canadian Language Benchmark of 6 to 8.
- are permanent residents or protected persons.

Participants may be working in, or want to re-enter, an occupation related to their training and experience in the human services sector, or want to undertake a program of study to bridge to employment in human services.

The in-depth language curriculum is sector-specific, focusing on human services workplaces in Ontario, relevant provincial workplace legislation and workplace culture. The curriculum is supplemented by occupational tool kits and language learning activities tailored for participants of different human services backgrounds. An activity that focuses on the language skills needed when collecting information, for example, provides the broad sector-based communication framework for this task, while also addressing the specific types of communication used by police officers when gathering information from the public, or by early childhood educators when collecting information from parents or guardians.

Practical and relevant communication activities such as dialogue practice, role play and simulations teach participants how to

- clearly and effectively interact with colleagues, supervisors, parents or guardians and the public.
- accurately collect and record information.
- confidently communicate in meetings, over the telephone and by e-mail.
- establish authority and/or build good rapport with the public.
- improve interviewing, networking and career-building communication skills.

Workplace Communication Skills for Human Services equips graduates to apply their workplace communication training in a variety of human services settings, including

- nursery schools
- centre and home-based daycares
- elementary schools
- police departments
- security-patrolled sites.

Workplace Communication Skills for Technology

Workplace Communication Skills for Technology is occupation-specific language training that teaches participants how to better communicate on the job in the technology sector and in specific technology occupations, and to understand the socio-cultural dimensions of technology workplaces.

This course is for newcomers who

- have training or experience in engineering, architectural, environmental or information technology.
- have a language level of Canadian Language Benchmark of 6 to 8.
- are permanent residents or protected persons.

Participants may be working in, or want to re-enter, an occupation related to their training and experience in the technology sector, or want to undertake a program of study to bridge to employment in this sector.

The in-depth language curriculum is sector-specific, focusing on technology workplaces in Ontario, relevant provincial workplace legislation, sector background information and workplace culture. The curriculum is supplemented by occupational tool kits and language learning activities tailored for participants of different technology sector backgrounds. An activity that focuses on the language skills needed when working with project team members, for example, provides the broad sector-based communication framework for collaborating with colleagues, while also addressing the types of communication used in specific occupations when dealing with health and safety inspectors, regulators, field crew or clients.

Practical and relevant communication activities such as dialogue practice, role play and simulations teach participants how to

- clearly and effectively interact with colleagues, clients, supervisors and stakeholders
- accurately collect, record and present information.
- understand technical terms and follow guidelines to write reports.
- confidently communicate in project teams, over the telephone and by e-mail.
- improve interviewing, networking and career-building communication skills.

Workplace Communication Skills for Technology equips graduates to apply their workplace communication training in a variety of technology settings within a range of industries.