

# Settlement Online Pre-Arrival (SOPA): an overview about our practices and the use of technology

Andreea Glavan

Employment Counsellor, Ontario SOPA Team

Funded by:

Financé par :



Immigration, Refugees  
and Citizenship Canada

Immigration, Réfugiés  
et Citoyenneté Canada

# Settlement Online Pre-Arrival (SOPA)

- Network of six settlement agencies across the country delivering training to prepare immigrants for successful integration into the Canadian labour market
- Training involves job search strategies and cultural communication courses
- One-on-one employment counselling

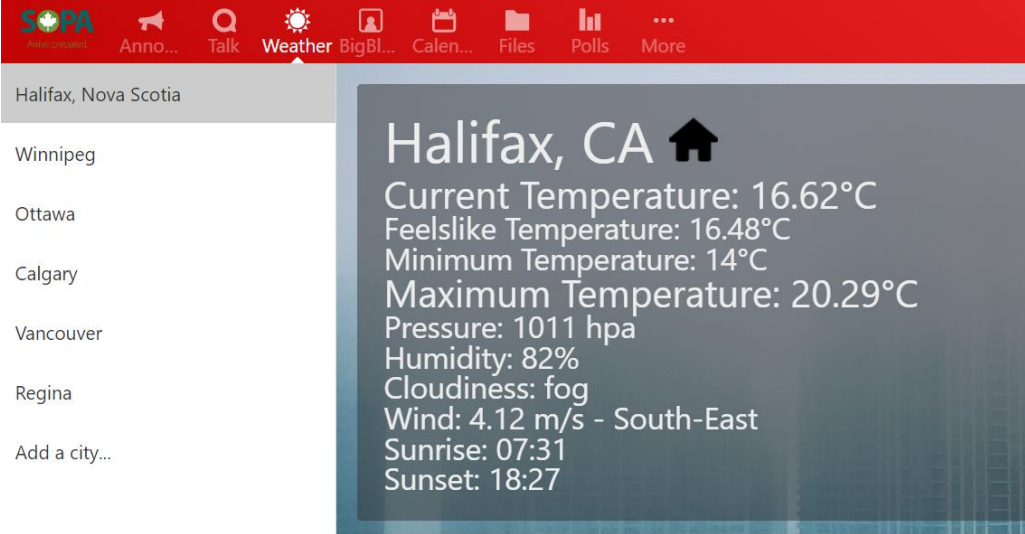


# Settlement Online Pre-Arrival (SOPA)



# One SOPA

- SOPAShare
- Creation of working groups: focus on marketing and networking
- Development of a national database
- Monthly role meetings
- SOPA National meetings



The screenshot displays the SOPA mobile application interface. At the top, there is a red navigation bar with the SOPA logo and several icons: a megaphone (Anno...), a magnifying glass (Talk), a sun (Weather), a person (BigBl...), a calendar (Calen...), a folder (Files), a bar chart (Polls), and a three-dot menu (More). Below the navigation bar is a list of cities: Halifax, Nova Scotia (highlighted), Winnipeg, Ottawa, Calgary, Vancouver, Regina, and Add a city... To the right of the city list is a weather panel for Halifax, CA, featuring a house icon. The weather panel displays the following information: Current Temperature: 16.62°C, Feelslike Temperature: 16.48°C, Minimum Temperature: 14°C, Maximum Temperature: 20.29°C, Pressure: 1011 hpa, Humidity: 82%, Cloudiness: fog, Wind: 4.12 m/s - South-East, Sunrise: 07:31, and Sunset: 18:27.

# SOPA Client Journey

## Intake Counsellor

- Needs Assessment
- Referrals (internal and external)

## Courses

- Facilitated
- Self-guided

## Employment Counsellor

- Assessment
- Follow-ups

## Virtual Events

- Employers
- Networking

## Referrals

- Post-Arrival services

# SOPA – Client Service

- Moodle
- Passport to Success (youth)
- SOPA for Refugees

# Moodle

- Settlement Online
- Free, open-source learning management platform used globally with 342 million users
- Allows us to easily enroll clients and track their activity, progress and grades through any course
- Collect their feedback on the courses/Issue Certificates of Completion

## Settlement Online

 My courses

Navigation

▼ [Dashboard](#)

🏠 [Site home](#)

> [My mail \(2\)](#)

▼ My courses

🎓 [Job Search Strategies](#)

🎓 [Passport to Success](#)

🎓 [Soft Skills: Complex Conversations](#)

🎓 [Soft Skills: Social Interactions](#)

🎓 [Soft Skills: Working With Others](#)

🎓 [Soft Skills: Workplace Communication](#)



Welcome to Settlement Online Juliana!

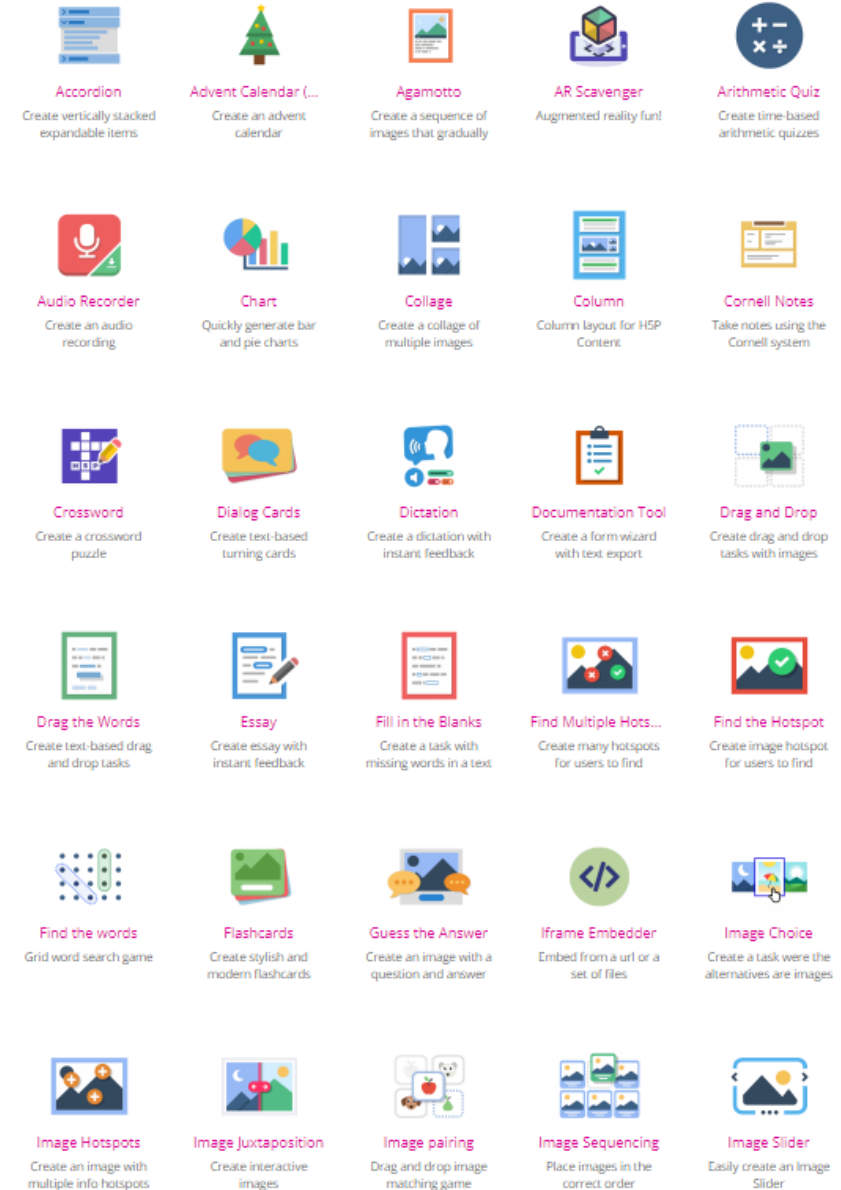
Recently accessed courses



Job Search Strategies

# Passport to Success

- We integrated many other advanced technologies to create a unique online learner experience.
- The course content was created using H5P, a digital activity creation tool, with other components generated in Adobe Illustrator and After Effects.
- The course was purposely designed to be responsive, working equally as well on computers as on cell phones and tablets.





# Passport to Success

☰ Before you arrive...

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- Launched in July 2022
- Used on mobile phone

Before you arrive in Canada, it's important to know the skills you will need to succeed. Whether you have plans to study or work, there are 9 Skills for Success that will shape your future.

The Government of Canada developed these skills as necessary building blocks that all young newcomers will need in life.

# SOPA for Refugees

- Consultation started in 2019
- Ready to Work Course: introduces you to important information about the Canadian job market and job-search process, and Canadian culture
- WhatsApp



# SOPA for Refugees

- 6-week program
- **91.8 %** completion rate

“

*This course is very important to any newcomer, there's very important and helpful information in it. After this course I'm very excited to arrive to Canada more than before, to find a job, to study, to improve my skills and many more things.*

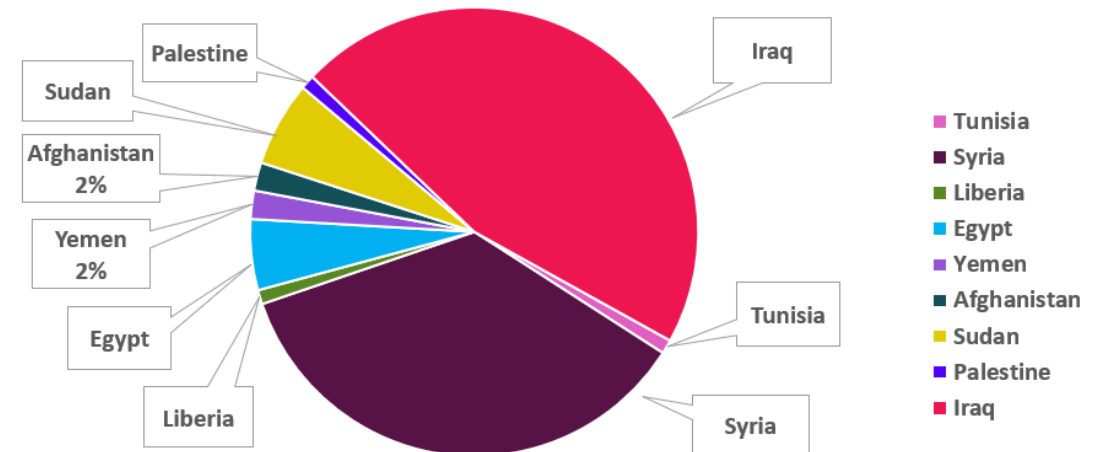
*Alan- Ready to Work - Ontario*

“

*My husband and I discussed a lot about this course and different work topics. We learned a lot from the course and it was very useful. It helped us know how to put a plan in place for when we arrive Canada.*

*Rola- Ready to Work  
Ontario*

## SOPA for Refugees- Home Countries



*“The support offered by SOPA proved to be invaluable and we are forever grateful for it.*

*I have personally been through multiple settlement agencies and while each has positively contributed to our preparations and eventual execution, SOPA has really proven to be in a class by itself. From the intake assessments to the settlement plans to the employment counseling to the learning modules provided - all provided crucial information needed for successful integration of immigrants into the Canadian workforce and society in general.*

*I am proud to report that after diligently following the techniques provided within this course, I managed to secure several interviews prior to landing and have now secured full-time employment after only two(2) weeks of landing!”*

*(D.H., October 2022)*



# Thank you!

[andreea@ottawa-worldskills.org](mailto:andreea@ottawa-worldskills.org)

