



# Online & Hybrid Language Service Delivery Initiatives

P2P Virtual Workshop

February 16, 2023

# Speakers



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Project Manager,  
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Curriculum

# Poll

Approximately what % of your clients  
are requesting online services?

0-10%

10-25%

25-50%

50-75%

75-100%

# Agenda



- Hybrid Language Assessment Services
- Online Self-Assessment
- LINC Home Study
- Specialized Language Training for the Workplace
- National LINC Online Curriculum

## Language Instructors



## Language Assessors



## Language Learners



Immigration, Refugees and Citizenship Canada

Immigration, Réfugiés et Citoyenneté Canada

# Stakeholders

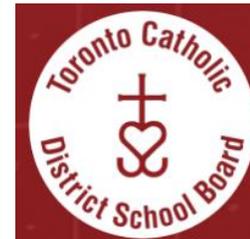


Ministry of Labour, Immigration, Training and Skills Development

## Newcomers



## Employers



Centre for Canadian Language Benchmarks

Centre des niveaux de compétence linguistique canadiens

# Hybrid Language Assessment Services (LAS)

## *At a glance*

- Serve adult newcomers and immigrants seeking to learn or improve English and/or French
- Require placement language assessments to access a range of training programs/classes
- Funded by IRCC & MLITSD to serve 22,000 eligible adults annually
- In-person and online

# Hybrid Language Assessment Services (LAS)

## *At a glance*

- Administer English and French placement assessments based on the Canadian Language Benchmarks (CLB) and Niveaux de Compétence Linguistique Canadiens (NCLC) national standards
- *Assess across skill areas: Listening, Speaking, Reading, Writing*



- Provide referrals to best-fit, language training options

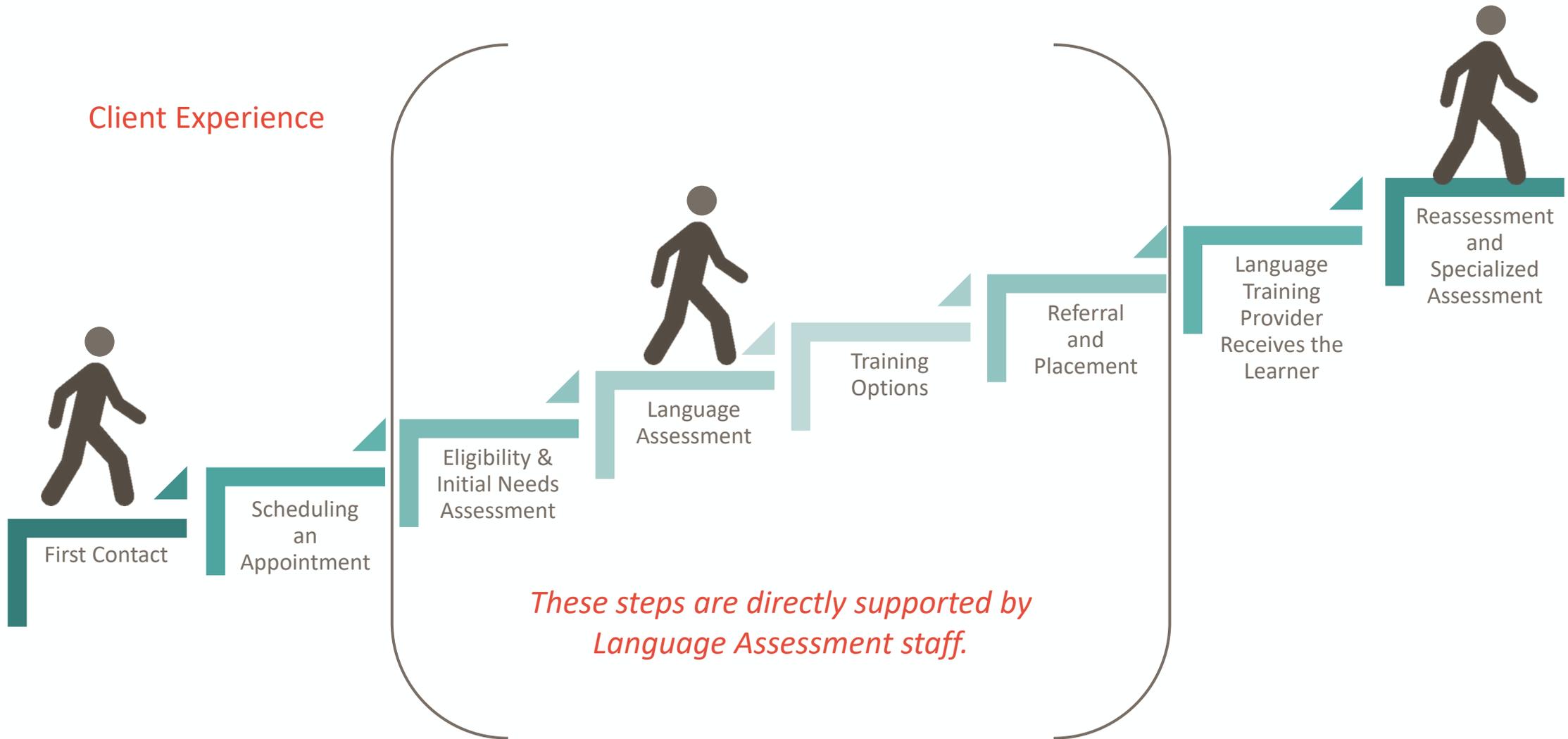
# Language Assessment Tools

- **CLBPA** (Canadian Language Benchmarks Placement Assessment)
- **CLBA** (Canadian Language Benchmarks Assessment)
- **CLBPT** (Canadian Language Benchmarks Placement Test)
- **BTC-NCLC** (La Batterie de tests de classement aux Niveaux de compétence linguistique canadiens)
- **CLB-LPT** (Canadian Language Benchmarks Literacy Placement Tool)



Certified assessors trained by *Achēv-Language Assessor Training Services (LATS)* and *Centre for Canadian Language Benchmarks (CCLB)*.

# Hybrid Language Assessment & Referral Services



# Language Assessments & Referrals



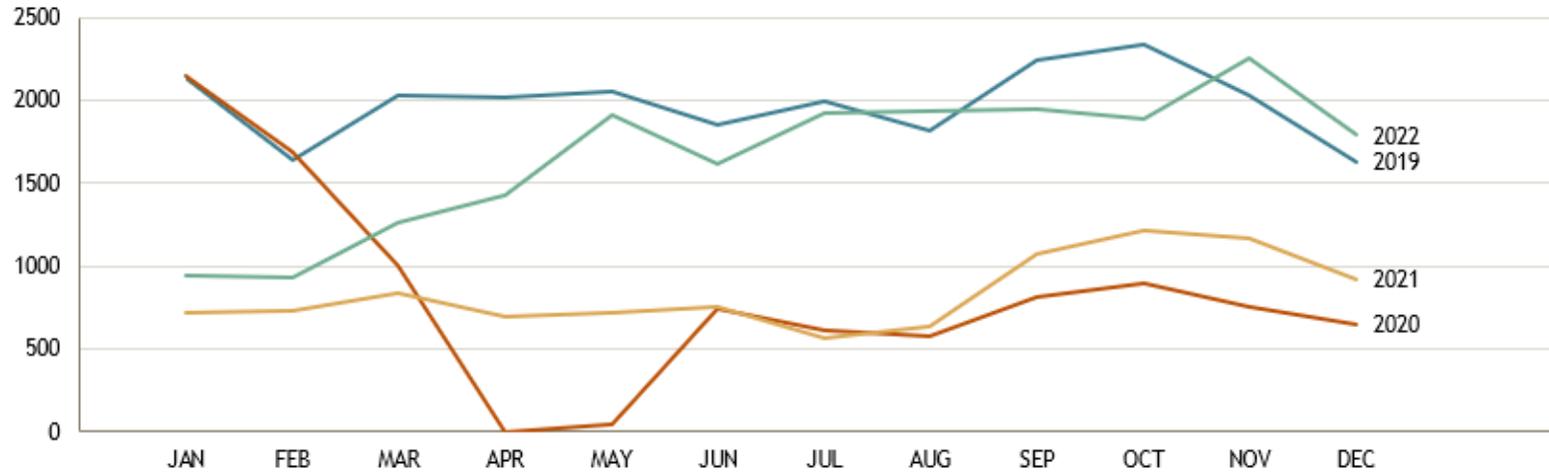
**Federally Funded Language Training Programs**

**Ontario Provincially Funded Language Training Programs**

*Holistic referral approach: consider language results and other needs*

*In-Person and Online options*

## Achēv Language Assessments: 2019 to 2022 - Covid Service Impact & Recovery



Service innovations and adaptations ramped up in May 2020 to ensure service continuity

YEAR	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL	%
2019	2130	1640	2034	2013	2048	1857	1992	1813	2237	2333	2034	1633	23764	108%
2020	2146	1687	998	1	44	745	614	582	817	897	758	647	9936	45%
2021	725	730	840	695	714	750	562	633	1068	1215	1166	925	10023	46%
2022	945	931	1258	1430	1906	1618	1928	1940	1945	1883	2248	1789	19821	90%
<b>TOTAL</b>	<b>5946</b>	<b>4988</b>	<b>5130</b>	<b>4139</b>	<b>4712</b>	<b>4970</b>	<b>5096</b>	<b>4968</b>	<b>6067</b>	<b>6328</b>	<b>6206</b>	<b>4994</b>	<b>63544</b>	

Source: HARTS, February 2023

# Hybrid Language Assessment Services



## Service Adaptations & Innovations

- Need for online services ramped up with COVID related office closures; client service continuity
- Necessitated radical adjustments to service delivery model
- Stakeholders rallied to find immediate solutions: funders (IRCC & MLITSD), language assessment administrators, Achēv LATS & CCLB trainers, national advisory group
- Interim tools and procedures implemented May 2020 across Canada.

# Hybrid Language Assessment Services

## Interim/Online Tools & Procedures

- **CLBA-OSA** (Canadian Language Benchmarks Assessment-Online Self Assessment)
- **CLBPT** unproctored (Canadian Language Benchmarks Placement Test)
- **BTC-NCLC** en-ligne sans surveillant (Batterie de Tests de Classement – Niveaux de Compétence Linguistique Canadiens.)

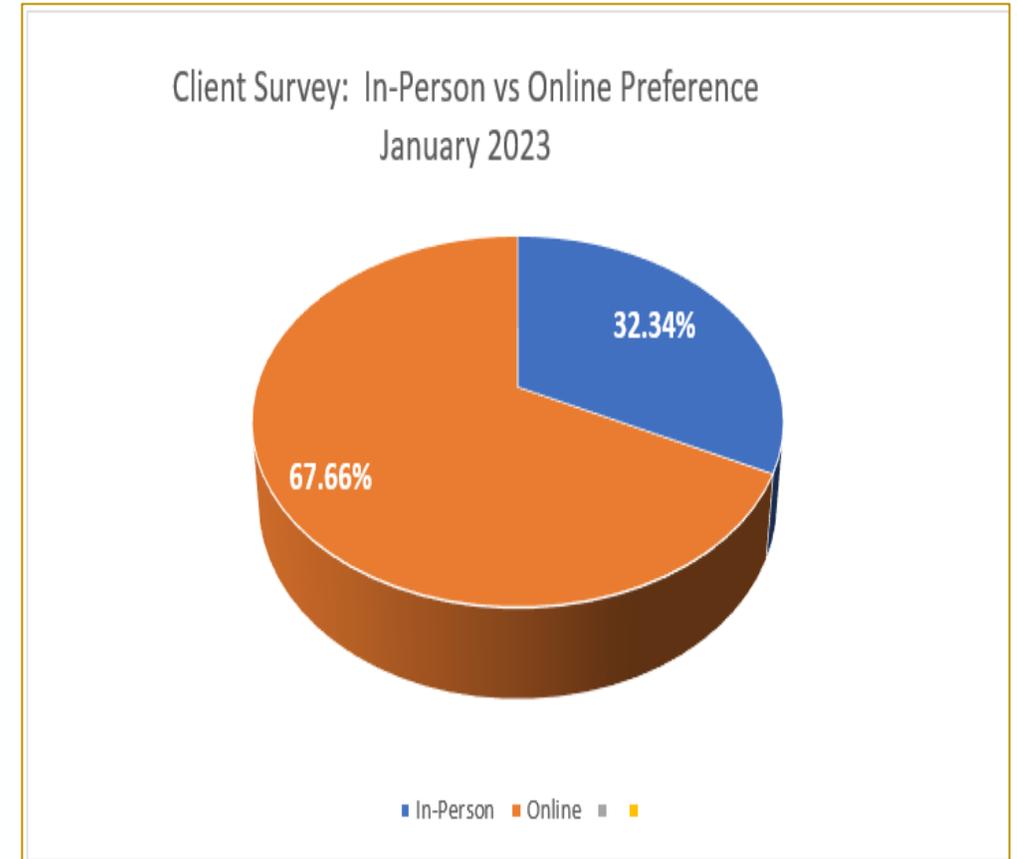


- Enabled clients with digital capacity to be served from home – no travelling to service centre
- Initially, a temporary measure until offices could reopen
- Due to client demand, now ongoing to March 2025

# Hybrid Language Assessment Services

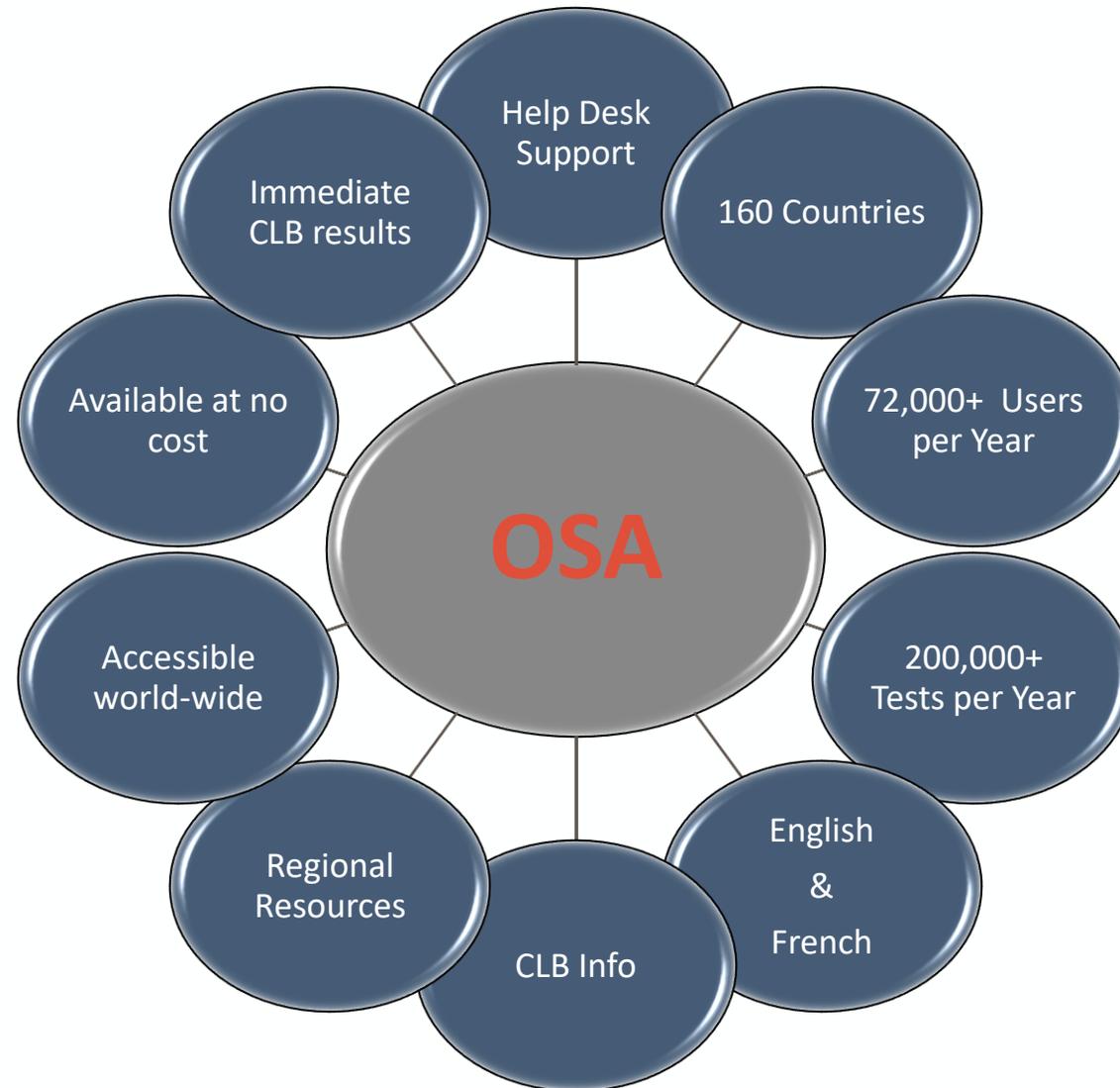
## Reflections/Lessons Learned

- Here to stay; client choice; varies by region and need
- Logistics, technology, costs, require more resources including staff
- In-person still more efficient operationally; online takes more time, not suitable for all
- For optimally efficiency, deliver 80% in-person, 20% online
- Continued focus on improving tools/efficiencies
- Great example of language sector coming together to shift, adapt & seek solutions



# Online Self-Assessment – At a glance

Funded by IRCC



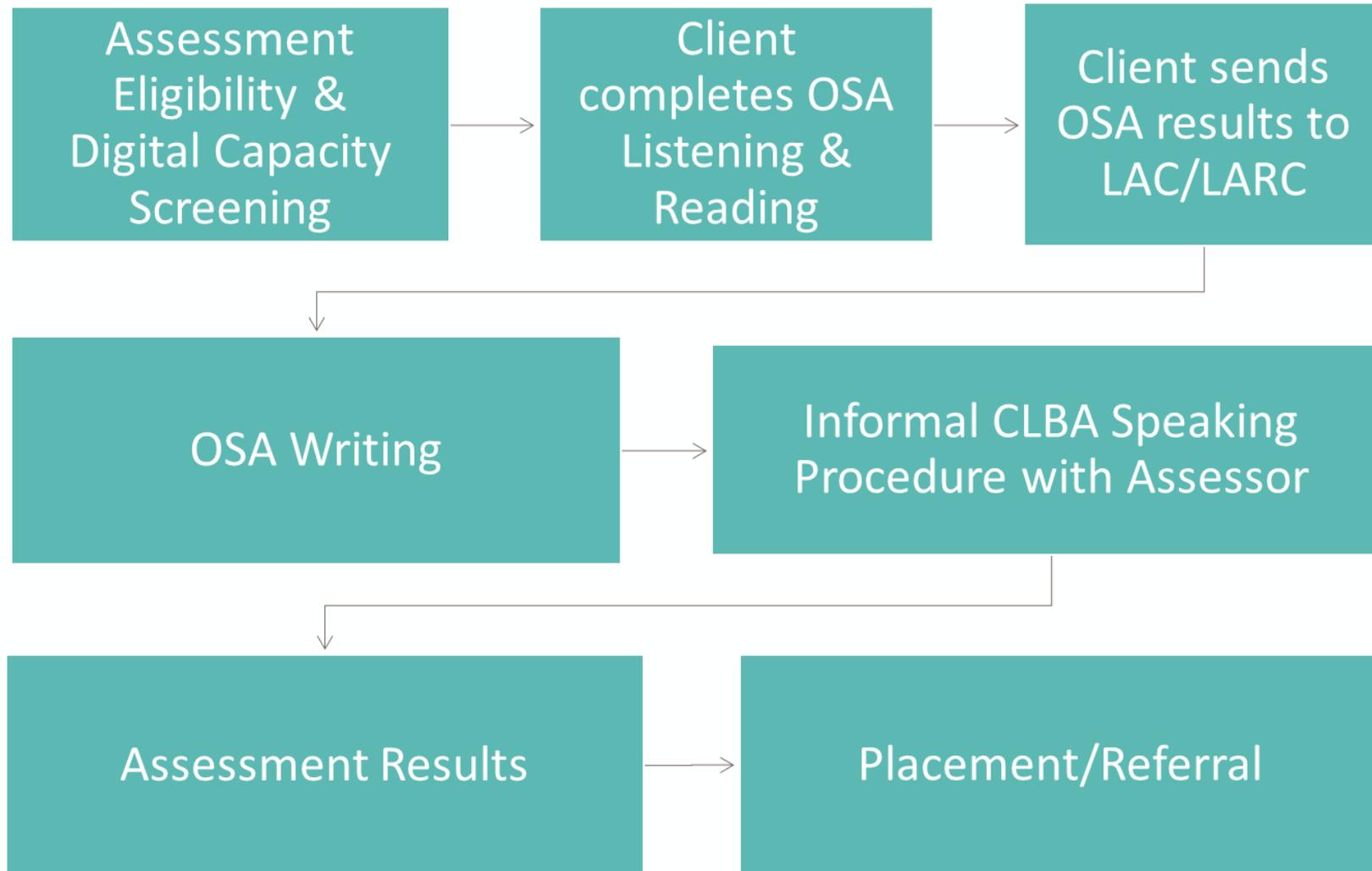
# Online Self-Assessment

- Inform users of their language proficiency
- Increase awareness and understanding of the CLB/NCLCs as a set of standards used in Canada
  - CLB-OSA (English) and NCLC-AEL (French) online self assessments
- Promote both tools for planning and making personal and career related decisions

# Online Self-Assessment

- To meet the needs of Assessment Centres across Canada, Achēv created an interim assessment procedure for use during COVID
- The first online assessment without a proctor
- The **Informal CLBA/OSA** was developed using an adapted version of CLBA Speaking in combination with the OSA (Listening and Reading)
- A Writing component was added to OSA specifically for clients at LACs/LARCs
- The results of the **Informal CLBA/OSA** (Speaking, Listening, Reading, Writing) were used for placement into language training classes

# Online Self-Assessment



# LINC Home Study

Funded by Immigration, Refugees & Citizenship Canada (IRCC)

Flexible English language learning option for newcomers facing barriers to in-person classes

- Lack of transportation
- Lack of options in region
- Childcare
- Maternity
- Health issues
- Employment scheduling
- Special needs

Started as pilot project in 1995



# LINC Home Study – At a glance

## Core Program Model

- One-on-one instruction
- 30 minutes synchronous instruction/week (Mon-Sun/Morning-Evening)
- 5 hours self-study/week
- Online or correspondence
- Continuous intake

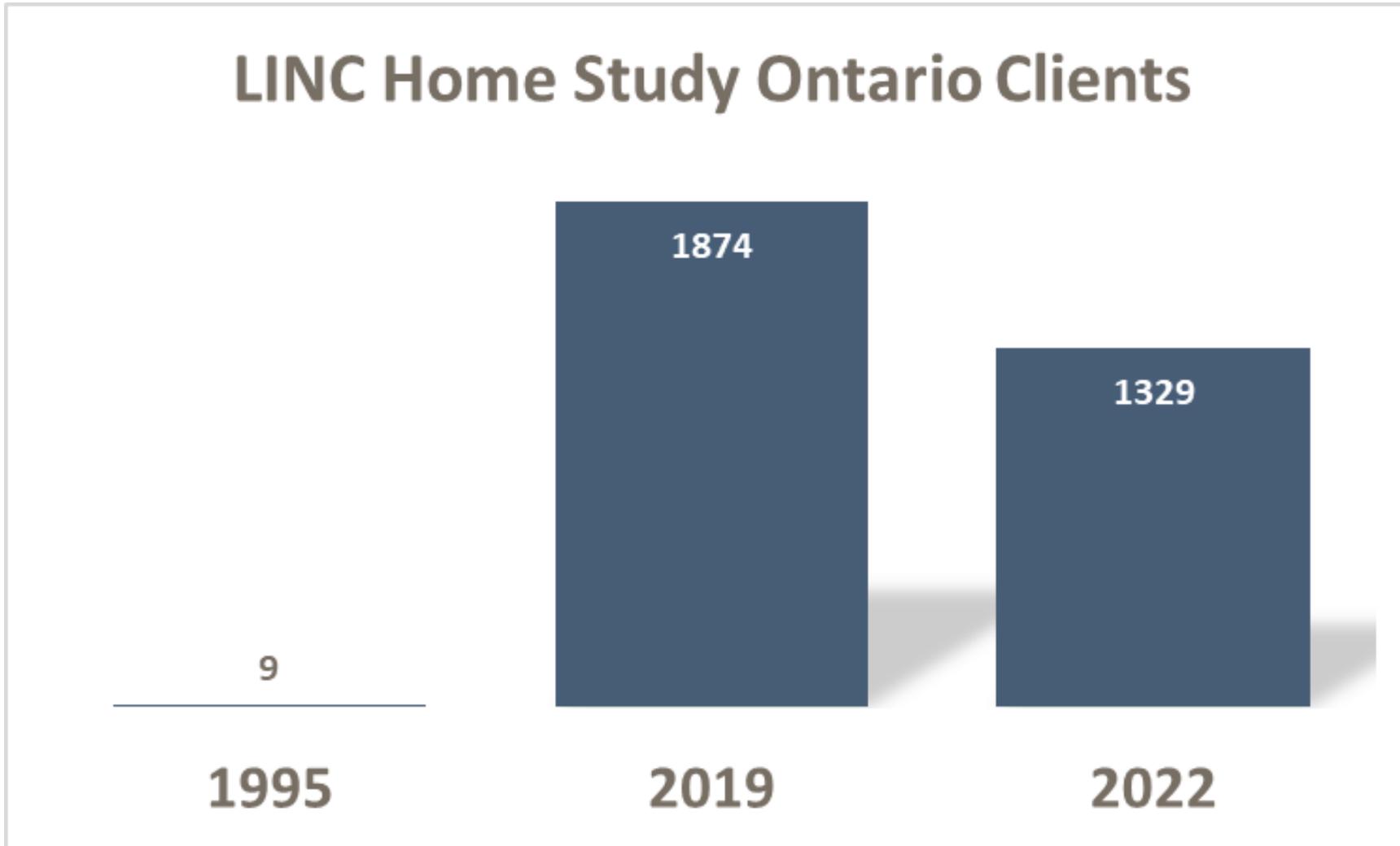
## Benefits

- ✓ Flexibility
- ✓ Individualized instruction and support

## Clients

- Canada-wide
- LINC eligible
- Min CLB: 3,3,2,2 (L/S/R/W)
- Access to internet & computer/laptop  
OR
- Access to phone

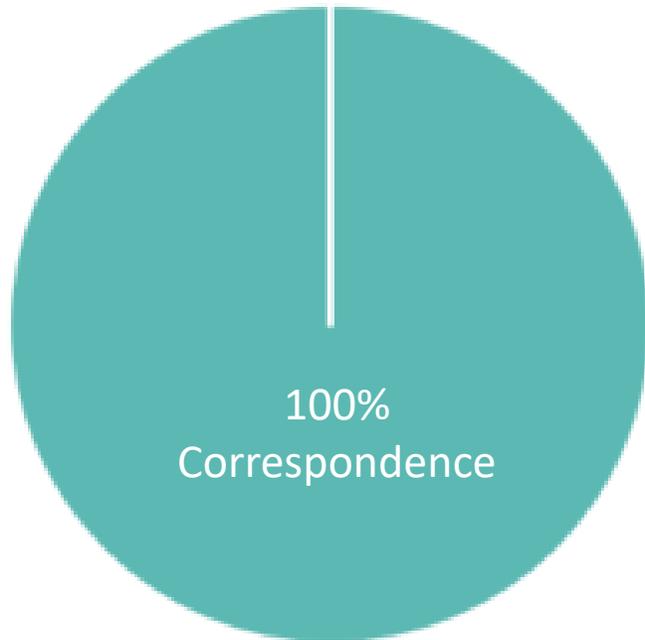
# LINC Home Study - Evolving Needs



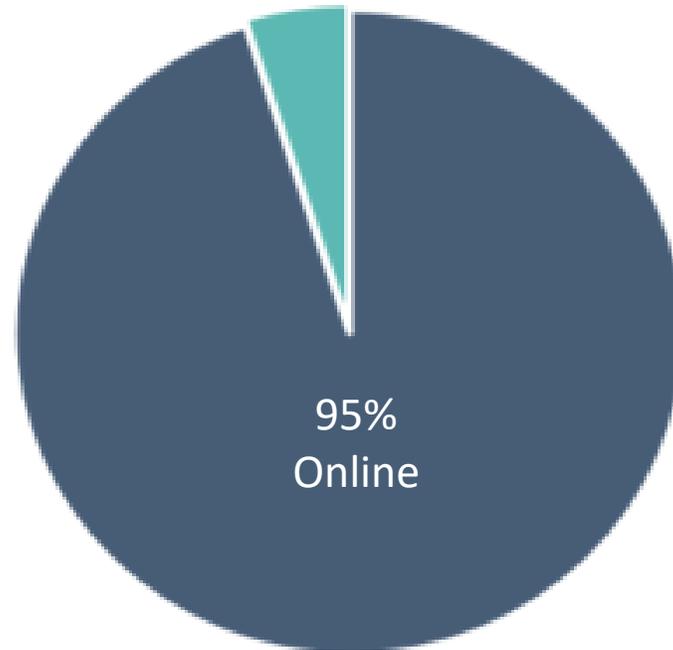
# LINC Home Study - Evolving Needs

## LINC Home Study Ontario Online vs Correspondence

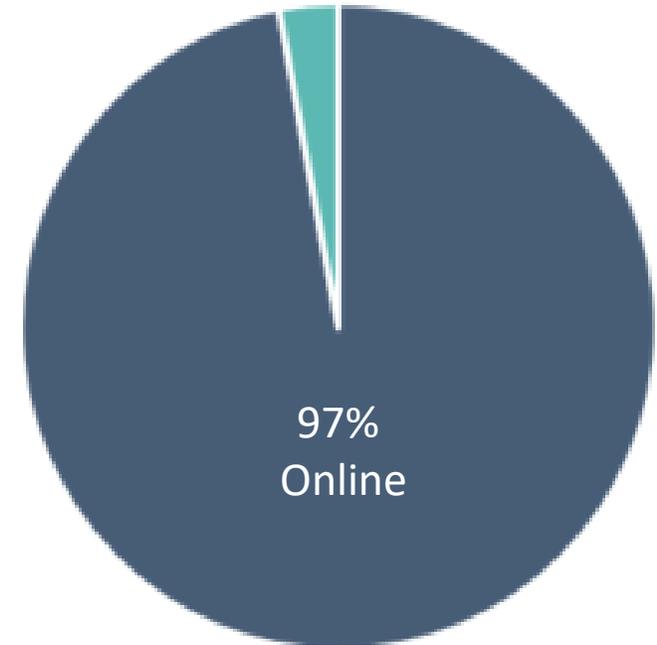
1995



2019



2022



# LINC Home Study

## A crisis can facilitate transformational change!

- Acceptance of online learning
- Greater volume and variety of online/hybrid classes for learners

## Significant demand remains for programming that enables learners to:

- Learn at their own pace and at their own time
- Receive individualized support

however...

Learners benefit from a variety of LINC course delivery options to address their unique and evolving needs

# Specialized Language Training for the Workplace



- Project: Online curriculum for **Food Service** occupations; MLITSD
- To build settlement and language training providers' capacity to deliver employment-focused language training and supports
- Involved collaboration with partners to develop customized interactive curriculum and resources based on the needs of the food service industry for Stage 1 language learners (CLB 2-4)
- Beneficiaries: Newcomers in Ontario currently working in/or seeking employment opportunities within the restaurant, hotel and motel industry
- Intended to help address labour market shortage

# Specialized Language Training for the Workplace



## Employers



## Partners

- TCDSB & NLS provided technical guidance to facilitate content integration on Onyx (LMS)
- ORHMA provided industry expertise; over 11,000 members/employers; facilitated focus groups, surveys, newsletters
- Instructors piloted material with adult language learners and provided feedback



**NEW LANGUAGE SOLUTIONS**  
empowering educators and learners through innovation



**Ministry of Labour,  
Immigration, Training  
and Skills Development**



# Specialized Language Training for the Workplace

## E-Units Created: Food Services in Hospitality

### Topics:

1. Introduction: Working in Food Services
2. Communication in the Workplace
3. Infectious Diseases, Allergies, Pathogens
4. Food Safety
5. Health & Safety and Workplace Law
6. Job Readiness



Added to suite of materials on Onyx LMS platform; available to instructors and countless learners annually who access employment focused language courses funded by MLITSD.

# Specialized Language Training for the Workplace



## Process, Evaluation, Lessons Learned

- Advisory committee: employers, instructors, technical experts, learners
- Content planning: employer focus groups and surveys
- Pilot: instructors and learners
- Feedback: need for more curriculum like this to support labour market needs; attract more to sector.
- Learners: Responded positively; continue to want more online interactive, real world material in workplace language training

# National LINC Online Curriculum (NLOC)



- Supporting SPOs delivering LINC online with ready-made, off-the-shelf courseware
- ~75 eLearning units across CLB levels 3-5 on Avenue by 2025
- The project is:
  - Funded by Immigration, Refugees, and Citizenship Canada (IRCC)
  - Managed by Achēv
  - Supported by CCLB

# NLOC Courseware Features

Ready-made & self-directed courseware

CLB-aligned & PBLA compatible

Structured & versatile

Inclusive content

Accessible & interactive

Incorporates digital literacy & critical skills



# NLOC – Assessing Outcomes



- Stakeholder Advisory Group
- User Acceptance Testing (UAT)
  - ✓ Winter 2022
  - ✓ Fall 2022
  - ✓ Winter 2023
- Instructor Interviews
- Pilot (Exact date TBD)

# NLOC - Feedback to Date

Making changes based on user feedback



## Design

- Graphic and audio features
- Activities



## Mode of Learning

- Self-directed learning
- Blended/Hybrid learning
- In-person learning



## Instructor Supports

- eLearning Unit Summaries
- Instructor Overview Video(s)
- Q/A
- Orientation for Learners

Questions

