



# What we're seeing: recent trends in language services

## Presentation to 2024 Pathways 2 Prosperity National Conference

Settlement and Integration Policy Branch, November 2024

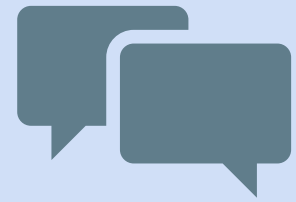


Immigration, Refugees  
and Citizenship Canada

Immigration, Réfugiés  
et Citoyenneté Canada

Canada

# Presentation Outline



Language outcomes for clients and non-clients



Service delivery format pros, cons, and trends



Recent observations from SPOs providing language services

# Language outcomes for clients and non-clients



## Settlement Program Outcomes



- Clients improve official language skills



- Clients use an official language to function in Canadian society

## Newcomer Outcomes Survey Questions

- How well could you read / write / understand / speak English / French **when you became a permanent resident of Canada?**
  - ... **right now?**
- 

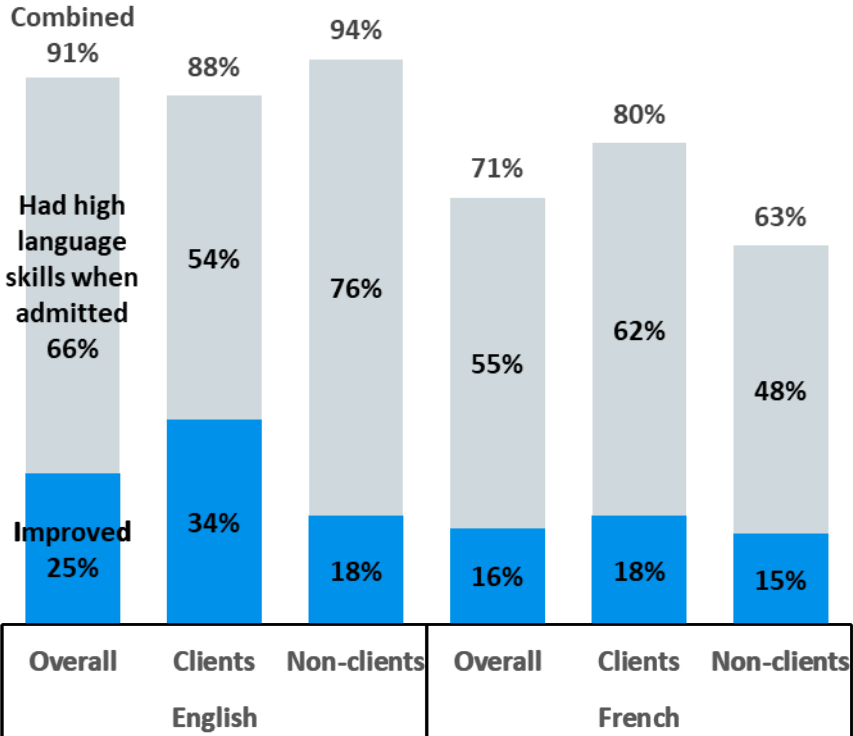
- How well can you communicate without help when you visit your doctor / speak in social situations / go shopping / do your job?
-

# Language outcomes for clients and non-clients



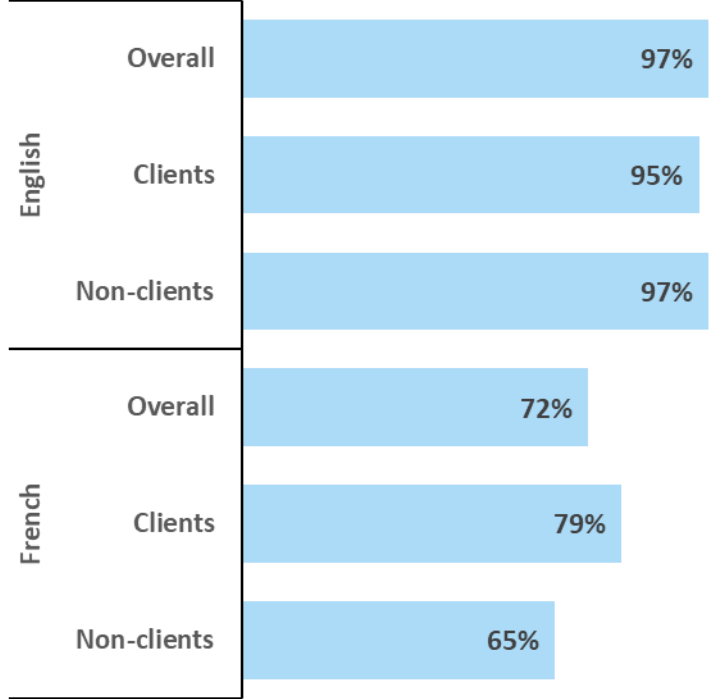
## Immediate Outcome

Clients improve official language skills



## Intermediate Outcome

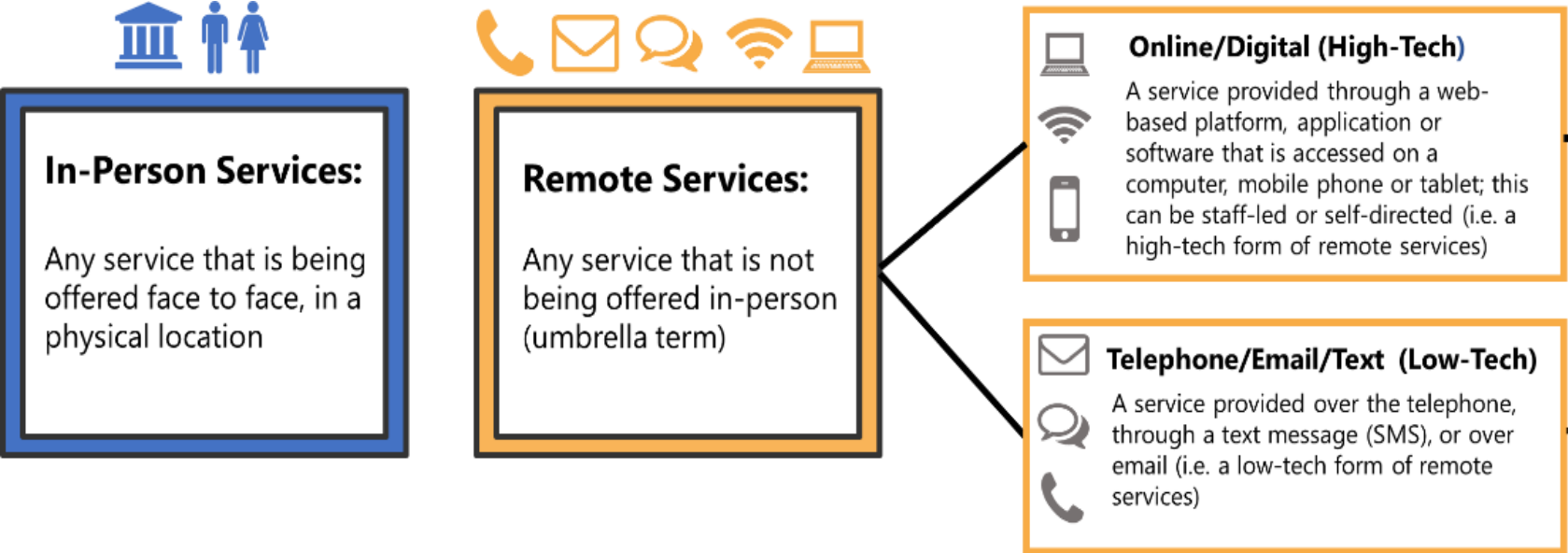
Clients use an official language to function in Canadian society



# Service delivery format pros, cons, and trends



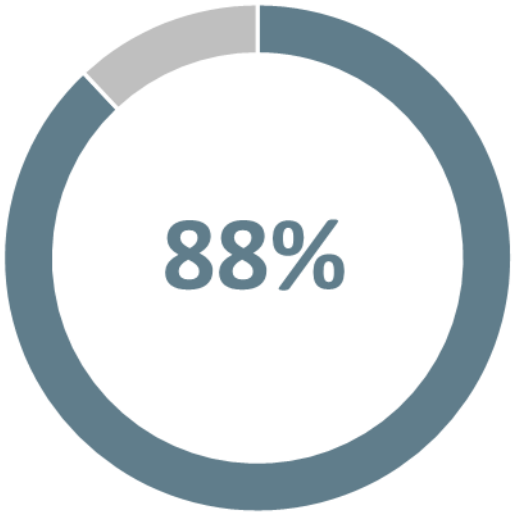
*Remote Services is an umbrella term that captures both high-tech and low-tech forms of service delivery*



# Service delivery format pros, cons, and trends



Who **is comfortable** accessing remotely delivered settlement services?



of clients said they were comfortable using the internet to access settlement services

Source: IRCC (2022) Digital Case Study

Who is **not comfortable** accessing remotely delivered settlement services, and **why not**?

## Clients facing barriers



Resettled refugees



Clients with little formal education



Seniors

## Clients facing barriers



Digital skills



Lack of interaction

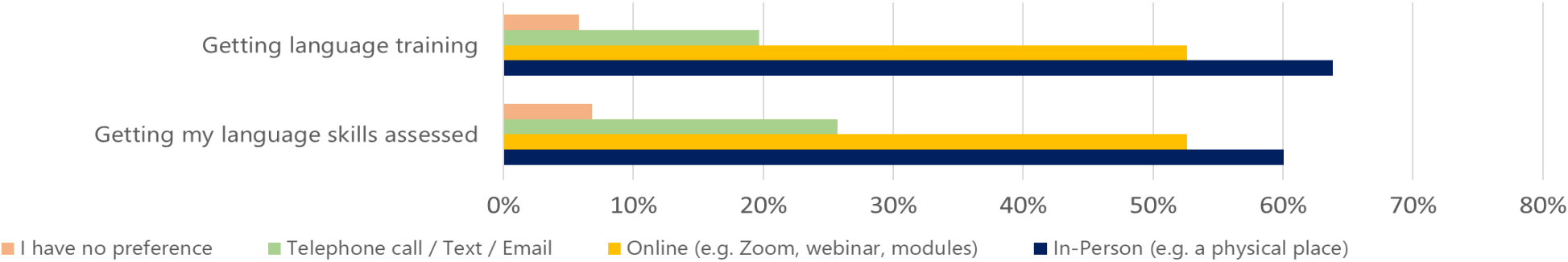


Who to contact

# Service delivery format pros, cons, and trends



How do clients **want** to access different kinds of services?

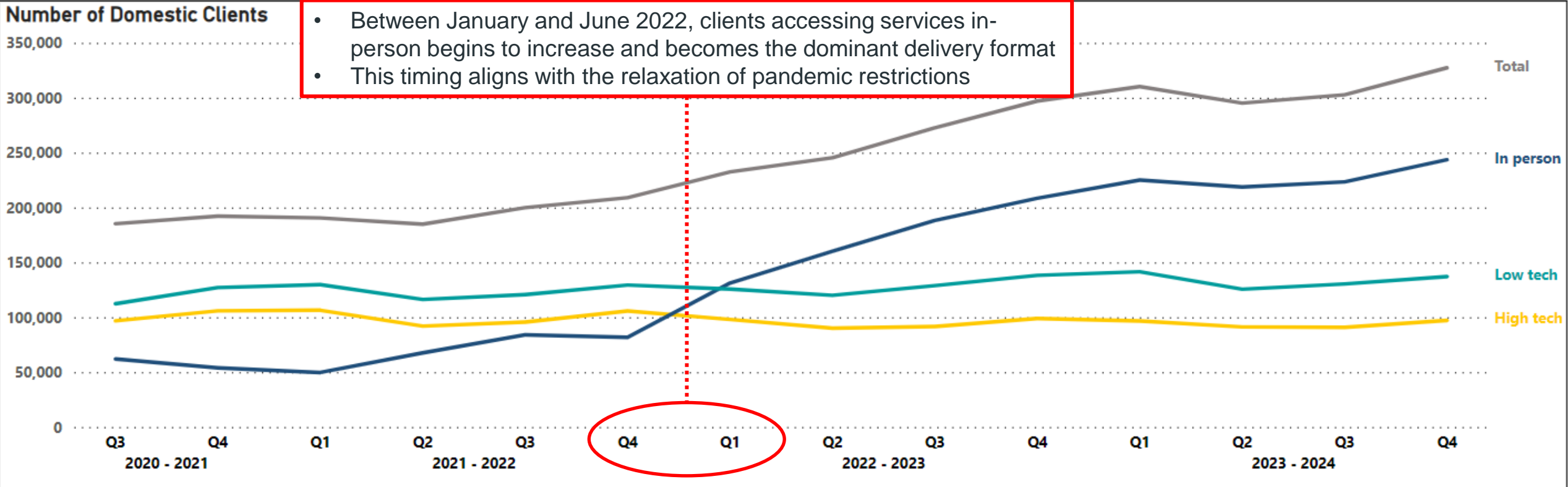


Source: IRCC (2022) DCS Client Survey

# Service delivery format pros, cons, and trends



How have clients accessed **domestic** services?



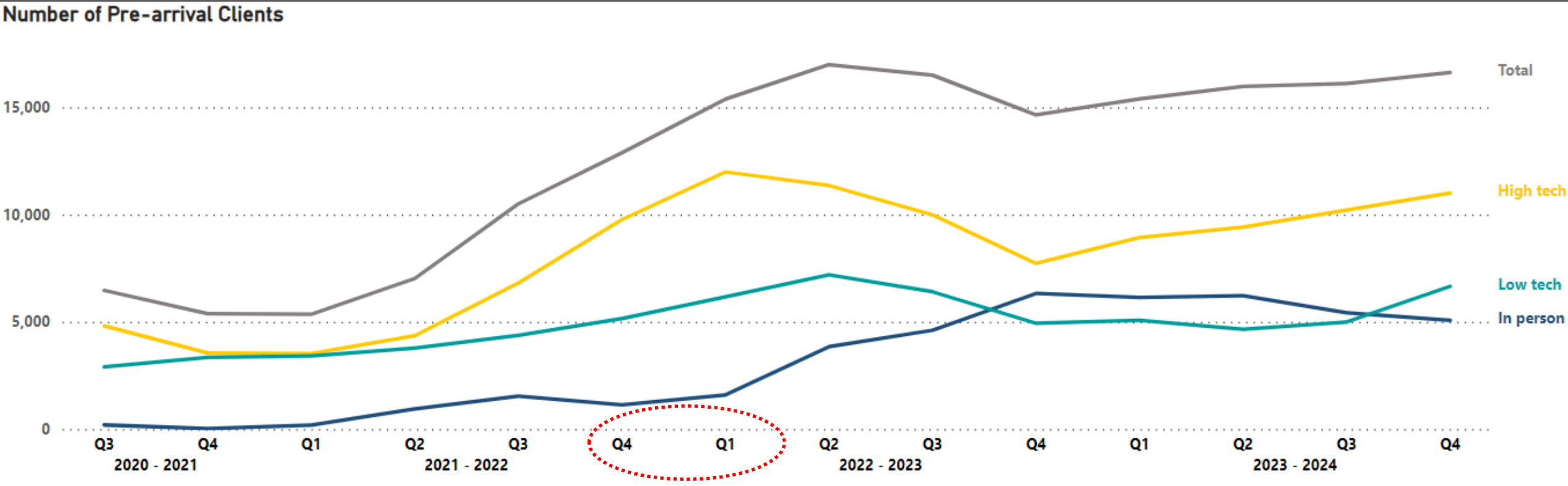
Source: iCARE



# Service delivery format pros, cons, and trends



How have clients accessed **pre-arrival** services?

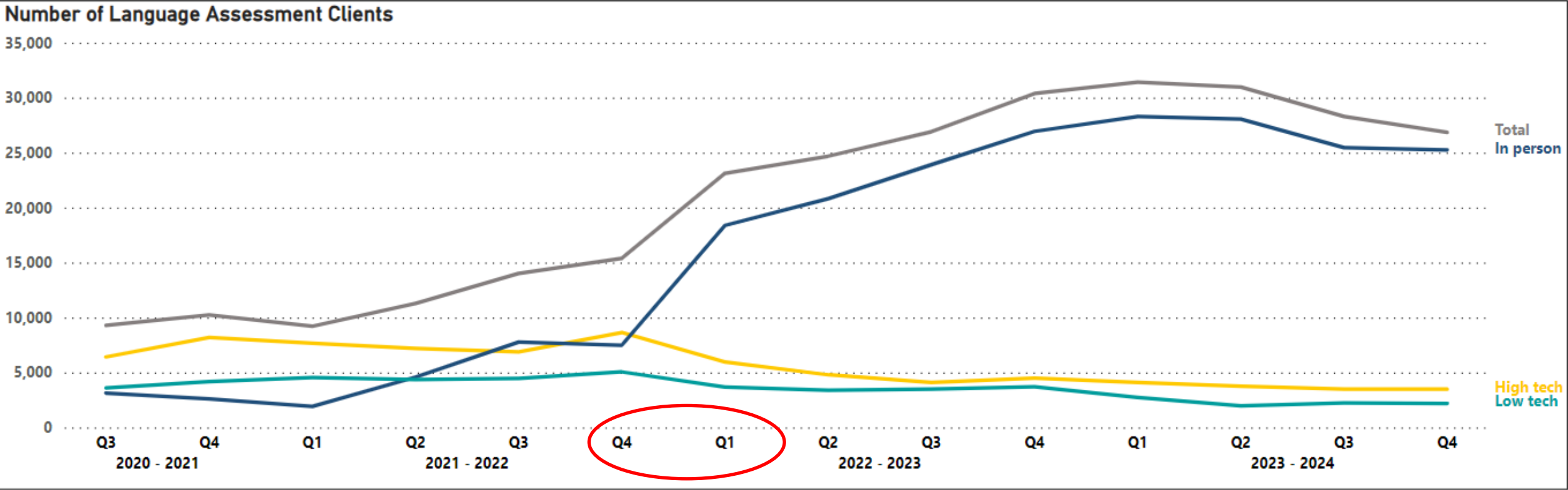


Source: iCARE

# Service delivery format pros, cons, and trends



How have clients accessed language assessment services?

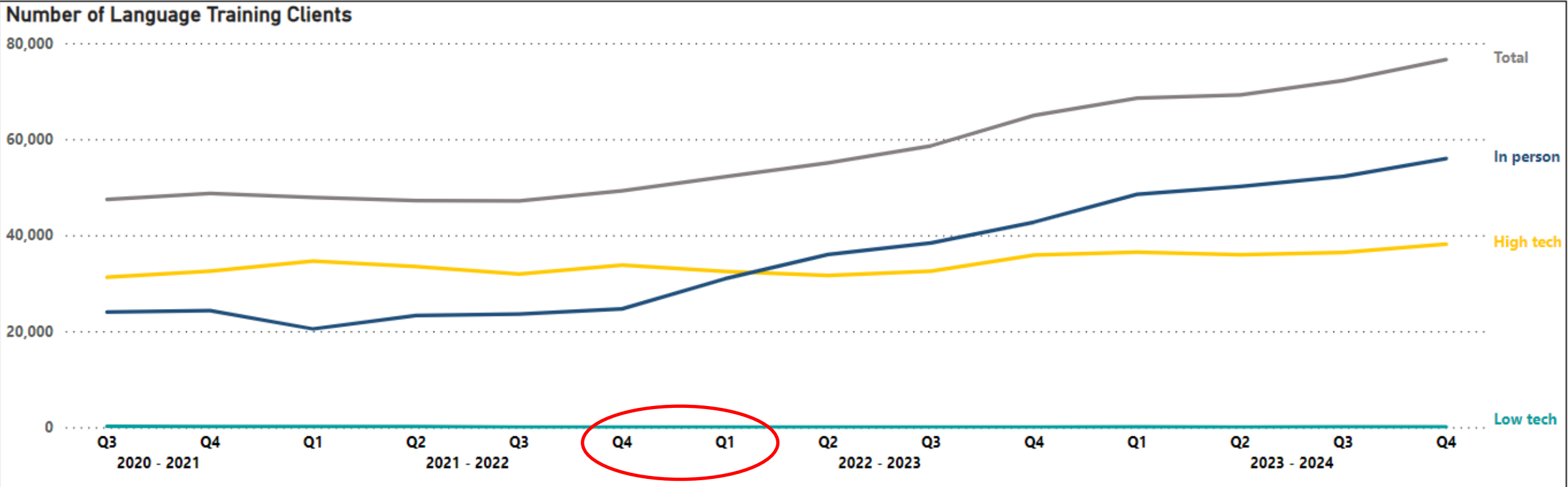


Source: iCARE

# Service delivery format pros, cons, and trends



How have clients accessed language training services?



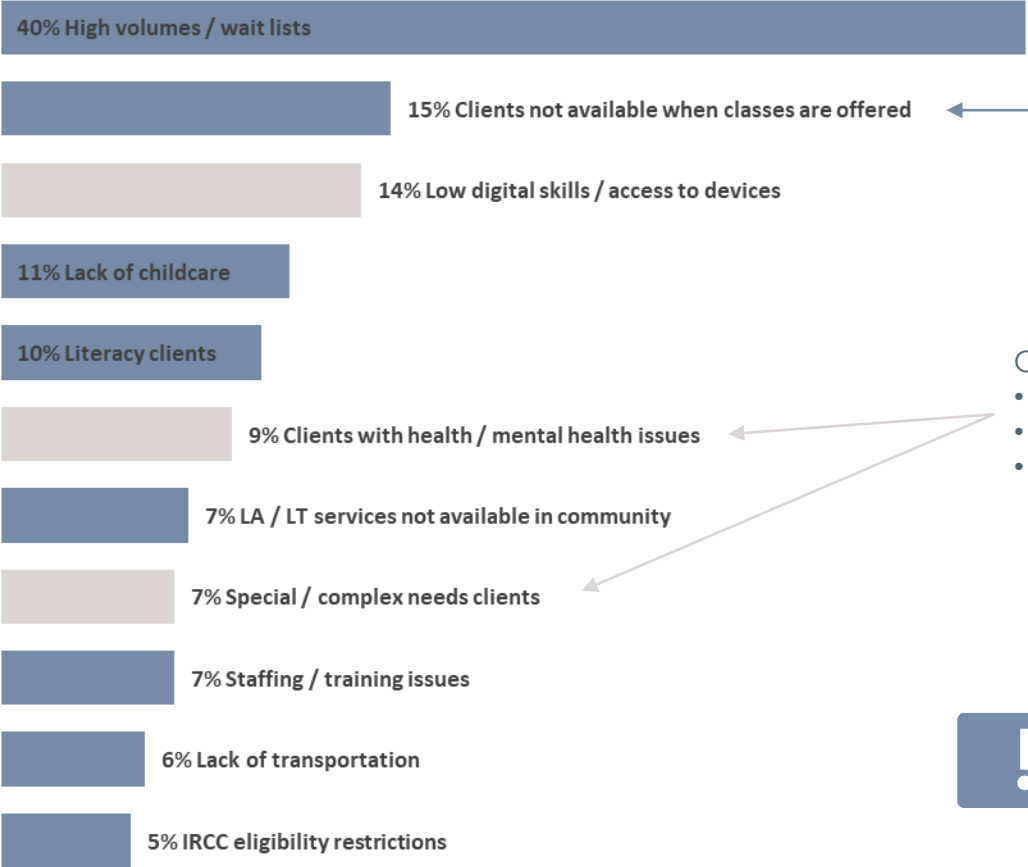
Source: iCARE



# Recent observations from SPOs providing language services

**Difficulties** cited in reports primarily included **issues related to accessing settlement services**, although some **client-related challenges** were noted

44% of projects reported a new difficulty



Often due to the need to work

Lack of childcare spaces primarily prevent female clients from accessing language services

Also noted as a related challenge: clients with little to no schooling experience

Some reports cited difficulties related to specific incidents:

- Updates to the [HARTs](#) system
- IRCC's decision to reprofile LT offerings to focus on CLB 4 and under

Challenges were noted in terms of:

- Diagnosing client barriers
- Providing suitable supports
- Including these clients in services

Many SPOs identified macro-level pressures that can affect the ability to pursue or achieve settlement outcomes, including:

- Housing unavailability
- Cost of living issues
- Need to secure some kind of employment
- Immigration status concerns



Q: In 2023-24, did you encounter any new\* difficulties helping clients improve official language skills? (n=408)  
 \*new refers to difficulties that were encountered for the first time in 2023-24 or that were unique to 2023-24  
 Q: Please describe the difficulty and what the impact was on the client population(s) selected above (n=179)



# Recent observations from SPOs providing language services

The main **successes** identified related to **providing additional programming.**

60% of projects reported a new success

29% New service type(s) / timing / format(s) / resources

10% Partnership / collaboration

9% Additional staffing / funding / locations

4% Changed process(es) ← Process changes included:  
• Assessment approaches  
• Attendance tracking & notification

A small number of reports mentioned using AI to:

- Develop lesson content
- Let clients draft text

The **impacts** of these successes related mainly to **helping to serve more clients** or **helping clients better attend / engage.**

14% Able to serve more clients

11% Increased engagement / attendance

7% Able to serve new client group

7% Clients better able to attend services

5% Improved knowledge of language for specific topics

Additional support services and / or changes to service timing or format

- Topics included:
- Job-specific terminology
  - Information about Canada

Q: In 2023-24, did you encounter any new\* successes helping clients improve official language skills? (n=408)

\*new refers to successes that were encountered for the first time in 2023-24 or that were unique to 2023-24

Q: Please describe the successes and what the impact was on the client population(s) selected above (n=244)

Source: ARPIO reports for 2023-24

# Recap



Language outcomes for clients and non-clients

**Clients improved their language skills more than non-clients, because non-clients had higher skill levels at time of admission**

Service delivery format pros, cons, and trends

**In-person services became the most common format once pandemic restrictions eased, especially for language assessments**

Recent observations from SPOs providing language services

**Service providers were able to provide additional services, which increased client volumes and engagement**

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AND RESEARCH  
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OBTENIR DE  
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SUR L'ÉTABLISSEMENT**

**English**

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Code of choice and a link should pop up  
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téléphone sur le code QR et le lien  
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