

Empowering Immigrants Pre- and Post-arrival: e-Learning modules Design, Insights, and Solutions



Pathways to Prosperity Conference
Vancouver
November 25, 2024





Preparation starts pre-arrival!

We help immigrants prepare for their move, settlement and employment in Canada

Planning for Canada works only with clients who are still overseas!

What we do

Live Immigrant
Workshop



E-Library

One-on-One Session



Webinars

Connections



What we do

Live Immigrant
Workshop

Self-directed
Living and Working in Canada

One-on-One Session

Connections



E-Library

Webinars

New Service

Self-directed e-learning



23 modules

Overview of the project

Self-directed e-Learning modules

Launched in February 2024 - will be finalized by December 2024.

Two I&O modules:

Living in Canada

Working in Canada

23 short in-depth modules:

Specialized Settlement and Employment Topics:

Mental Health

Volunteering

Role of immigrants in Reconciliation

And more...

Specialized Content:

Immigrant women

Immigrant youth

Senior immigrants

2SLGBTQIA+

People with disabilities



23 Modules

Navigating the Canadian Labour Market *	Canada's Cultures, Traditions and Holidays
Employment in Canada *	Justice System of Canada *
Housing in Canada	Preparing for a Canadian workplace *
Financing in Canada	Preparing for Landing *
Services and Supports for Senior Immigrants in Canada	Indigenous Peoples & Role of Immigrants in Reconciliation
Healthcare in Canada	Youth immigrants' reality
Social Inclusion and Community Engagement *	Canadian Francophonie
Disability Accessibility and inclusion *	Mental Health *
Volunteering and Civic Engagement *	Driver's license & Public Transportation
2SLGBTQIA+ Inclusion	Parenting in Canada
Canada's school system	Women's Rights and Protections in Canada *
Post-Secondary Education in Canada	

Status and feedback

Clients can:

- Focus on the sections that are most relevant to them.
- Revisit challenging topics at their own pace.

Over 1300 clients have benefited from the self-directed e-learning service.

Based on the feedback collected, clients found these modules very helpful, engaging and easy to follow.

- Modules either met or exceeded expectations.



What participants say...

Thank you for creating such a useful and accessible resource!

I really appreciated the self-directed modules—they were easy to follow and covered essential topics for my journey to Canada. Having the flexibility to learn at my own pace was incredibly helpful, and I felt more prepared after going through the content.

One suggestion I have is to include a few more interactive features, like short quizzes or real-life scenarios, which could make the learning process even more engaging. It might also be nice to have some downloadable checklists or quick guides for key points to keep handy along the way.

Overall, it's been a fantastic experience, and I'm grateful to have had this support as I prepare for such a big move.

Thanks for all your hard work in putting this together!



Lessons Learned & Experiences



Next Steps

- Complete all 23 English modules by December 2024 and all 23 French modules by February 2025.
- Continue to collect client feedback for improvement.
- Expand PfC's self-directed services with the development of a new One-on-One session with a 'virtual facilitator'





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Thank you!

Module Development





Defining the requirements

- Create online, asynchronous learning materials for newcomers to Canada
- Content creation in storyboard format with suggestions for images and activities
- Use Universal Design for Learning (UDL), Accessibility, and web design principles



Accessibility considerations

- Responsiveness for mobile & touchscreens
- Interactivity
- Audio components
- Captions, transcripts, and downloadable content
- Universal Design for Learning (UDL)



Why Articulate 360?

- Rise, Storyline, and Reach 360
- Ease of editing and hosting
- Embeddable
- Interactivity
- Accessibility features



Training and technology

-
- Hosting: Website vs. Learning Management System (LMS)
 - Open source vs. paid LMS
 - Maintenance

Funded by:

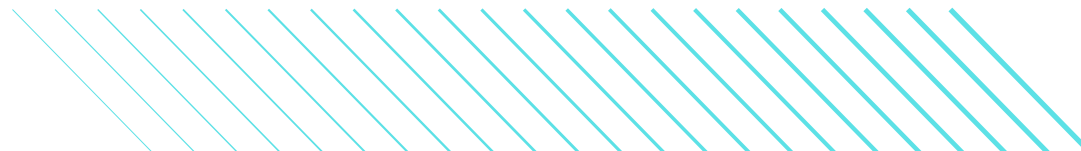
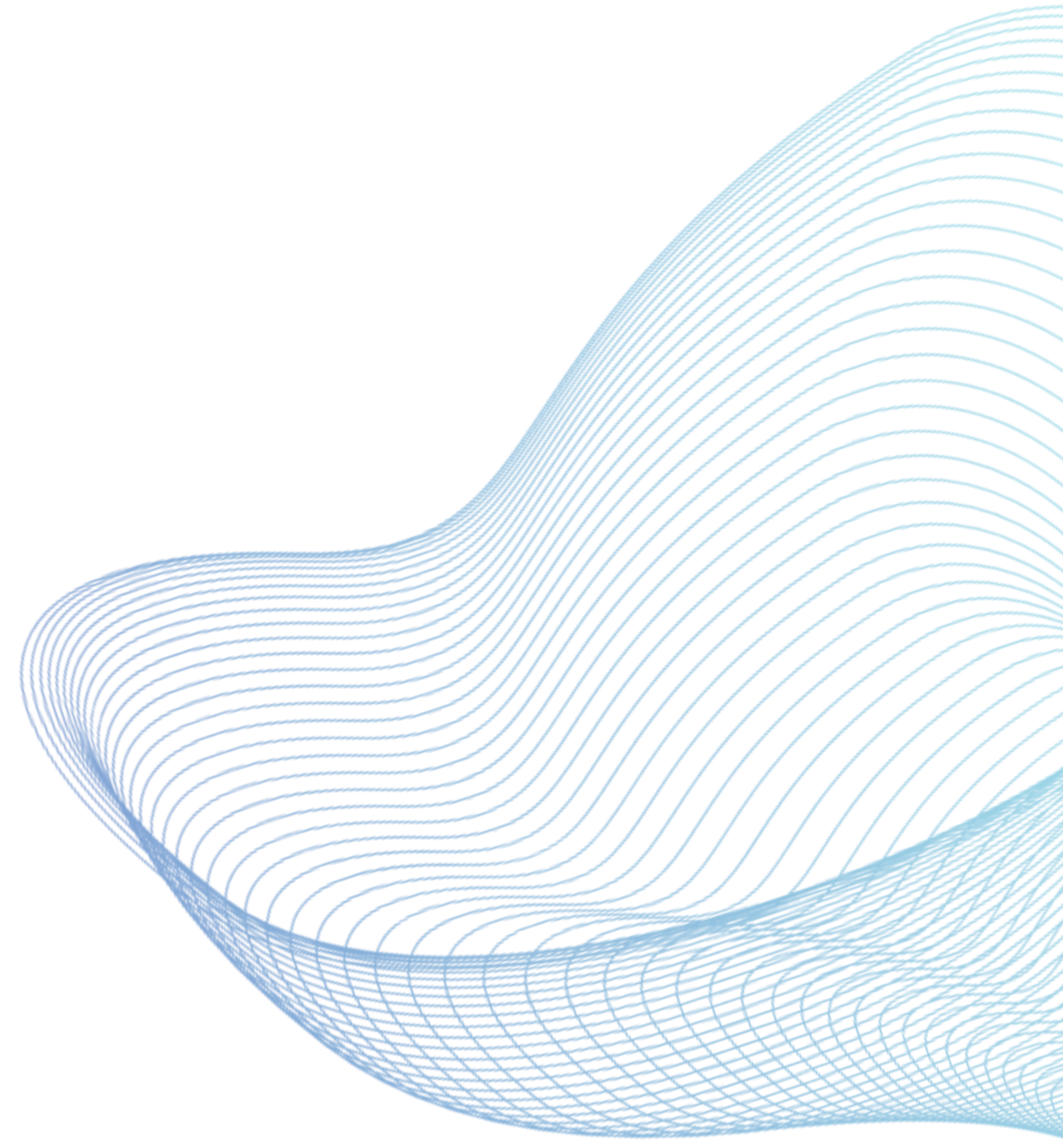
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and Citizenship Canada

Immigration, Réfugiés
et Citoyenneté Canada

BLENDING E-LEARNING AND PERSONALIZED COUNSELING: STRATEGIES FOR EMPOWERING NEW IMMIGRANTS





77-YEARS OF EXPERIENCE IN HELPING JOBSEEKERS REACH THEIR POTENTIAL

- Programs for newcomers, youth, people with disabilities, the unemployed and the underemployed
- Newcomer programs include:
 - Pre-arrival service: Canada InfoNet
 - Job search workshops for newcomers
 - Targeted supports for women and youth
 - Enhanced language training
 - Bridging programs: Architects, Healthcare, Marketing and HR professionals
 - Skilled trades programs - pre and post-arrival
 - Mentoring programs – Group mentoring, In person and online pre-arrival mentoring

16,600+
job seekers
served
(2023-24)

Newcomers from
130+
countries served



National pre-arrival employment support program

- Funded by Federal Government of Canada (IRCC) since 2016
- Supported over 14,700 internationally experienced professionals; 2800 Mentoring matches
- All Industries – Engineering and Architecture, Finance and Banking, IT, Education, Healthcare
- Pre-arrival offerings since 2002
- Partnership with **Planning for Canada**



1

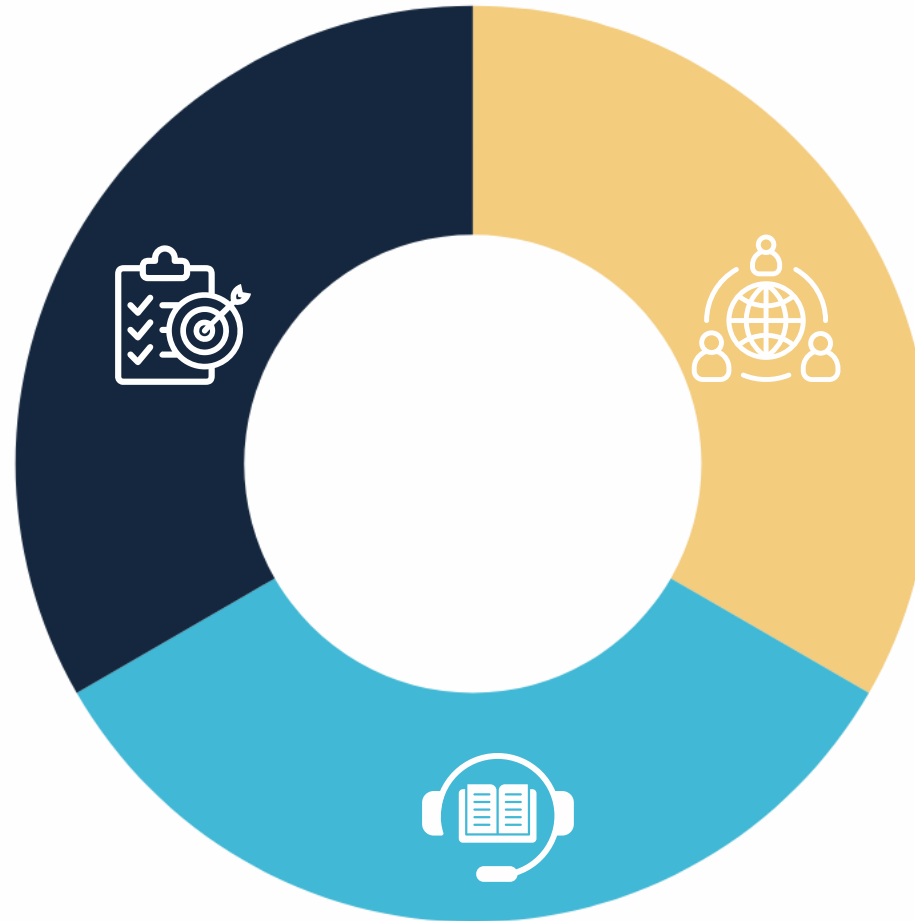
PREPARE

- Career Planning & Counseling
- Licensure Pathways
- Job Search Strategies

2

LEARN

- Virtual learning
- Online Tools
- Webinars
- Resume & Interview



3

CONNECT

- Occupation-specific Mentors
- Employers
- Settlement Services

Canada InfoNet Pre-arrival Services

Canada InfoNet: Holistic Supports



Showcase: E-Learning Content



**Job Search
Success
(10 Modules)**



**Achieving
Success in
Workplace -
TRIEC
(9 Modules)**



**Mental Health
CMHA
(4 Modules)**



**DEIB Awareness
(4 Modules)**



**Welcome Toolkit
- Project
Welcome**



**Employer Toolkit
- Inclusive Hiring
Practices**

1

2

3

4

5

6

Video

Mental Health Awareness for New Canadians

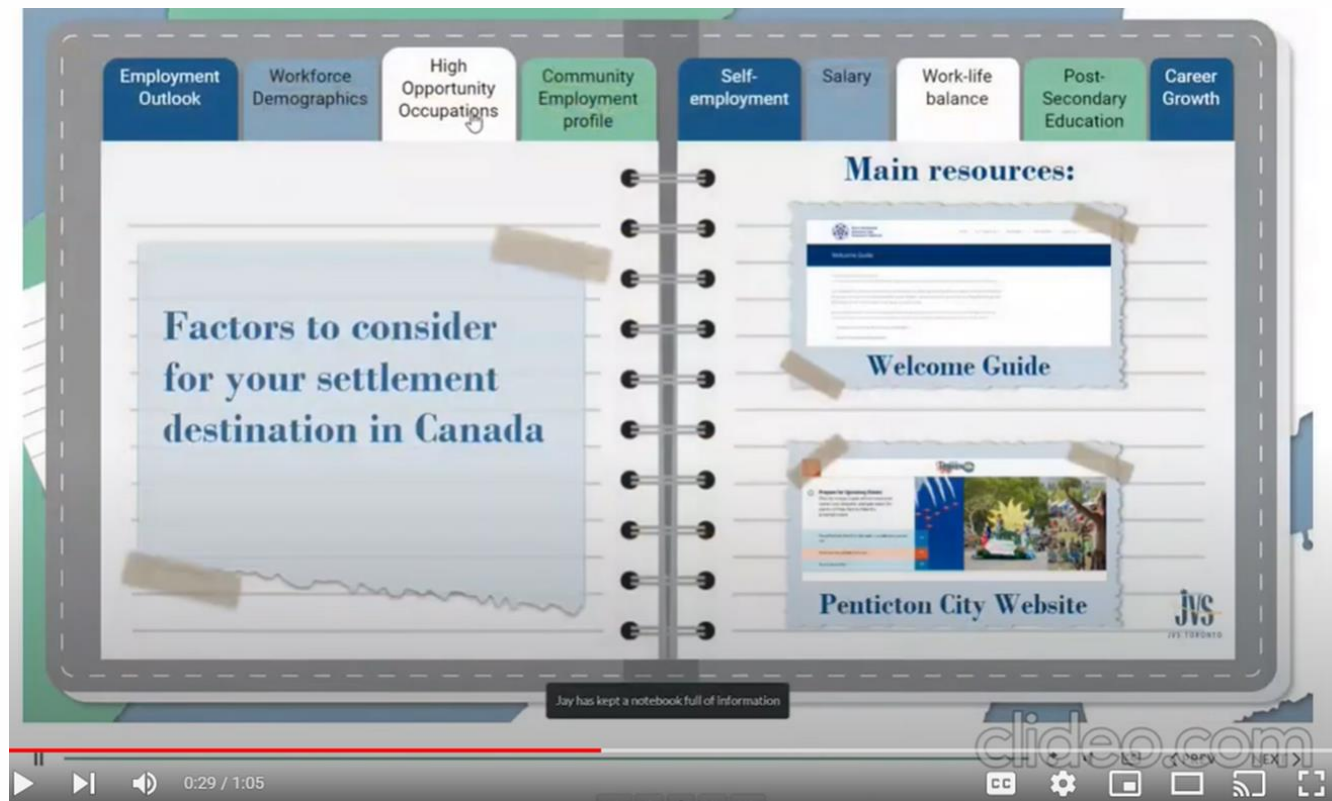


Mental Health Awareness for New Canadians
Partnership: Canadian Mental Health Association (CMHA)

[Link](#)

Video

Project Welcome Toolkit



Working in South Okanagan

Partner: South Okanagan Immigrant & Community Services (SOICS)

[Link](#)

Benefits of Integrating E-Learning with Personalized Counseling

- Address diverse and evolving needs of clients
- Offers flexibility for newcomers, juggling many demands
 - Opportunity to learn at their own pace; convenient times
- Foundational knowledge is covered upfront; topics like resume writing, interview, workplace culture
 - Counseling sessions more efficient and personalized
- Blended approach - Caters to different learning styles and preferences
 - Accessible to different levels of English proficiency
- Builds confidence: E-learning – familiarize with Canadian norms; Counseling - personalized guidance

E-Learning Development: Successes and Challenges

What worked:

**Engaging &
Accessible content**

**User feedback
integration &
Collaborating with
subject matter
experts**

**Modular design-
smaller, self-
contained units**

Challenges:

**Diverse learning
levels**

**Up to date &
relevant content**

**Technical
compatibility and
budget**

Client Testimonial #1:

“The Mental Health in Canada module was eye-opening. It highlighted the importance of mental well-being in immigration and provided valuable resources to manage it. Understanding its impact and learning to reduce stigma was invaluable. Thanks for this comprehensive insight.”

Client Testimonial #2

(Job Search Success in Canada):

“The information is very precise and to the point. It also made me change some critical aspects on how to find a job”



E-learning and counseling integration: A holistic approach to supporting newcomers



Diverse and relevant content that addresses job search, workplace culture, mental health, DEIB, and more



Partnerships with experts enhance content quality and impact

Explore Collaboration | Access Resources | Enhance Services

Conclusion



Funded by:

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Thank You!

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