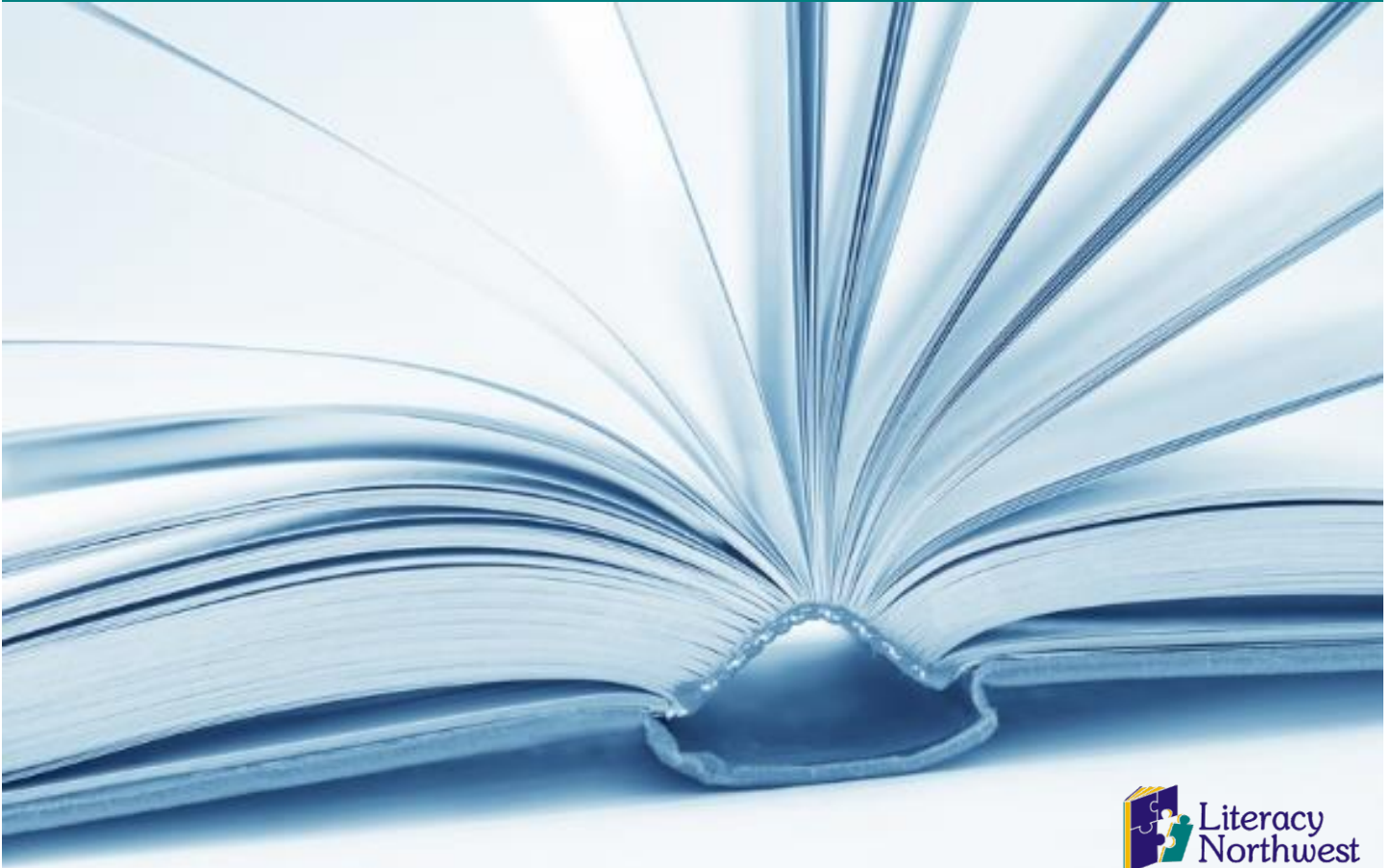


A Collection of Workforce and Workplace Literacy Resources



February 2021

Contents

Acknowledgements	2
Introduction	3
Working Definitions	4
Workforce/Workplace Resource Collections	5
Assessment	7
Learner Assessments	7
Organizational Needs Assessments	11
Occupational-Specific Curricula	13
Soft Skills	18
Technology/Equipment	21
Job Preparation	22
Apprenticeship	26
e-Channel	29
Research	30
Building your Capacity	35
Among staff	35
To understand workforce and workplace needs	36
To respond	37
Support Organizations	39
Literacy Networks	39
Support Organizations for Streams	39
Support Organizations for Sectors	40
Conclusion	41

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- Mid North Network
- Literacy Network Northeast
- QUILL Learning Network
- Coalition ontarienne de formation des adultes (COFA)
- Contact North

Literacy Northwest also acknowledges the work of other organizations that have pulled together relevant workforce and workplace materials to support adult literacy practitioners in Ontario. This resource collection builds upon other significant efforts including, but not limited to:

- Task-Based Activities for LBS portal (QUILL Learning Network)
- Overview of 15 Occupational Curricula Used in LBS Agencies (Community Literacy of Ontario)
- Literacy Resource and Discussion Forum (Community Literacy of Ontario and Laubach Literacy Ontario)
- Targeted Training in Ontario through LBS (Adult Basic Education Association)

Literacy Northwest is grateful to Coalition ontarienne de formation des adultes (COFA) for gathering good practices and resources from Francophone agencies. COFA will be collecting workforce and workplace literacy resources that are in use within, and would be beneficial to, Francophone Literacy and Basic Skills agencies.

The opinions expressed in this document are the opinions of Literacy Northwest and do not necessarily reflect those of our funders.

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Introduction

Workforce and workplace literacy have been of special interest to Literacy and Basic Skills (LBS) agencies in Ontario for many years. And over that time, many excellent resources have been developed. However, these resources can be difficult to find as they tend to reside on organizational webpages – locally, regionally, provincially, and nationally – and not in one location.

In fact, gathering all the good workforce and workplace literacy resources in one place is a challenging task. As you review this publication, if you think there is an excellent resource that we did not discover and include, please share it by emailing director@literacynorthwest.on.ca

We've done our best to organize resources to make it easier for you, the reader, to find what you might be looking for. However, please note there can be some overlap between categories. We begin, by highlighting some major Workforce/Workplace Resource Collections that already exist in the Literacy and Basic Skills field. If you're short on time, you might want to start there. We then identify individual resources or smaller collections of resources that have been developed. These resources have been organized into the following categories:

- Assessment
- Occupational-Specific Curricula
- Soft Skills
- Technology and Equipment
- Job Preparation
- Apprenticeship
- E-channel
- Research
- Building your Capacity
- Support Organizations

We round out the resource collection by sharing a ideas for how a Literacy and Basic Skills (LBS) organization might build its capacity for workforce and workplace delivery.

Working Definitions

There are no absolute definitions of either workforce or workplace literacy. Workforce literacy is often referred to as the activities or tasks adult learners need to learn to prepare for the workforce. Workplace literacy is often referred to as activities or tasks that are specific to a particular workplace's documentation and practices. Workplace literacy programs are often described as taking place on-site at an employer's location.

Some practitioners further suggest that workforce literacy can lead to workplace literacy. In reality, a grey area exists between workforce literacy and workplace literacy. What about adult learners who attend an adult literacy program to keep a job they have? Or to get promoted to a better job in their workplace?

Many of the resources that Literacy and Basic Skills (LBS) practitioners use to advance workforce literacy are also used to advance workplace literacy.

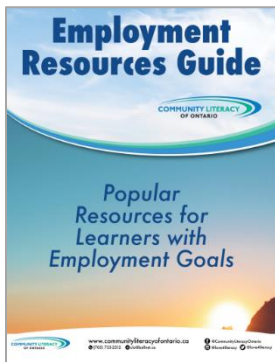
As part of the survey, programs were asked to identify specific resources they use to deliver workforce and/or workplace training. The resources that were identified have been included in this compendium.

Workforce/Workplace Resource Collections

The following are some “one-stop shops” for workforce and workplace literacy resources.

Employment Resources Guide: Popular Resources for Learners with Employment Goals (2019/2020) – Community Literacy of Ontario

<http://www.communityliteracyofontario.ca/wp/wp-content/uploads/Employment-Resources-Guide-March-2020-FINAL.pdf>



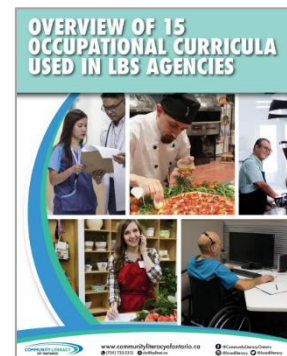
In this annotated list, there are 35 resources, including manuals, guidebooks, online learning opportunities, web-based modules and websites. The resources are presented in alphabetical order and are not in any order of priority. They have been selected because they are:

- Commonly identified by LBS practitioners in our survey
- Relevant to learners on the employment goal path
- Available free of charge
- Accessible via the internet

Overview of 15 Occupational Curricula Used in LBS Agencies – Community Literacy of Ontario

<http://www.communityliteracyofontario.ca/wp/wp-content/uploads/OCL-Listing-Feb-2020.pdf>

As part of its 2018/2019 business plan, Community Literacy of Ontario (CLO) researched and compiled a summary of how literacy educators are working with occupational curriculum in diverse LBS agencies. This type of curriculum is popular with learners who have employment goals, and practitioners wanted to know how this curriculum is used in other agencies and how they can access it.



Literacy Resource and Discussion Forum — Community Literacy of Ontario and Laubach Literacy Ontario with support from Contact North

<https://lbsresourcesandforum.contactnorth.ca/>



This Literacy Resource Forum is a rich source of all kinds of literacy resources. If you are looking for resources for learners on the employment goal path (workforce literacy), then there is a section of this website that is specifically dedicated to employment with approximately

80 resources in it.

Targeted Training List (2019) – Adult Basic Education Association

<https://learningnetworks.ca/wp-content/uploads/Resources/LNOTargetedTrainingList.pdf>

Targeted training refers to any specific, short-term training. For example, 6 weeks of apprenticeship math, 3 months of soft skills training etc. Targeted training is often developed for specific audiences such as Ontario Works clients, youth, or older workers. Use this list to get information about training developed by agencies across the province. Connect with the developers for more details.



Task-Based Activities Portal for LBS

<https://taskbasedactivitiesforlbs.ca/>



This website was created for Literacy and Basic Skills (LBS) practitioners in Ontario. It contains task-based activities to use with learners. All the materials have been aligned to the Ontario

Adult Literacy Curriculum Framework (OALCF). All activities are versatile, preparing learners for test taking, for using workplace authentic documents, for post-secondary academics, or for living independently. These documents will also help you prepare learners to complete milestones.

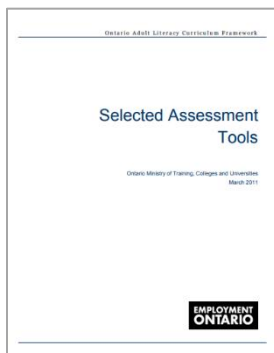
Assessment

When the Ontario Adult Literacy Curriculum Framework (OALCF) was first introduced to Ontario's LBS agencies, assessment was identified as an important aspect. LBS agencies were expected to have a range of assessments they could use with learners, depending on learners' goals. If a learner entered an LBS agency with the intent of pursuing the employment goal path, the agency would be expected to use an assessment with that learner that is grounded in workforce and workplace literacy. If you're not sure what types of assessments might be appropriate or useful, check out the resources outlined in this section.

Learner Assessments

Selected Assessment Tools – Ministry of Training, Colleges and Universities (now MLTSD)

http://www.tcu.gov.on.ca/eng/eopg/publications/oalcf_selected_assessment_tools_mar_11.pdf



Selected Assessment Tools provides practitioners and assessors with examples of a wide range of informal and formal assessment tools that can be used within the Ontario Adult Literacy Curriculum Framework (OALCF) to assess learners in the Literacy and Basic Skills Program. This collection contains 25 individual assessment tools and an annotated bibliography listing additional resources.

Tools, Assessment and Training Support – Government of Canada

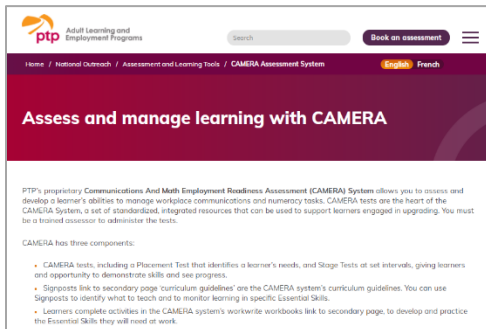
<https://www.canada.ca/en/employment-social-development/programs/essential-skills/tools.html>

This series of tools has been developed to help individuals and organizations address workplace essential skills challenges.



Communications And Math Employment Readiness Assessment (CAMERA) System – PTP Adult Learning and Employment Program

<https://ptp.ca/national-outreach/assessment-and-learning-tools/camera-assessment-system/>



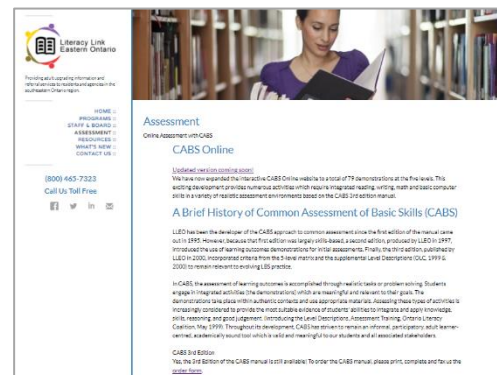
PTP Adult Learning and Employment Program's proprietary Communications And Math Employment Readiness Assessment (CAMERA) System allows you to assess and develop a learner's abilities to manage workplace communications and numeracy tasks. CAMERA tests are the heart of the CAMERA System, a set of standardized, integrated

resources that can be used to support learners engaged in upgrading. You must be a trained assessor to administer the tests.

Common Assessment of Basic Skills (CABS) – Literacy Link Eastern Ontario

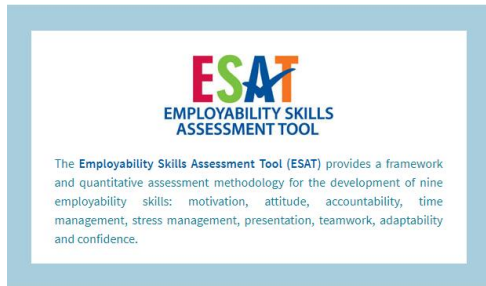
<http://www.lleo.ca/assessment.html>

In CABS, the assessment of learning outcomes is accomplished through realistic tasks or problem solving. Students engage in integrated activities (the demonstrations) which are meaningful and relevant to their goals. The demonstrations take place within authentic contexts and use appropriate materials. Assessing these types of activities is increasingly considered to provide the most suitable evidence of students' abilities to integrate and apply knowledge, skills, reasoning, and good judgement. (Introducing the Level Descriptions, Assessment Training, Ontario Literacy Coalition, May 1999). Throughout its development, CABS has striven to remain an informal, participatory, adult learner-centred, academically sound tool which is valid and meaningful to students and all associated stakeholders.



Employability Skills Assessment Tool (ESAT) – Futureworx

<https://futureworx.ca/employability-skills-assessment-tool/>



The Employability Skills Assessment Tool (ESAT) provides a framework and assessment methodology for the development of social and emotional skills like collaboration, motivation, creativity, attitude, accountability, time management, stress management, presentation, adaptability, communication and confidence. License holders can select from over 40 existing ESAT skills or develop their own skill descriptions for specific applications.

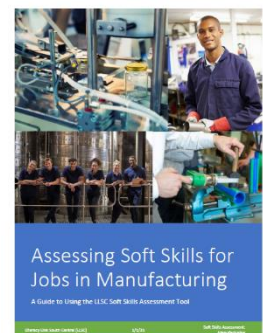
How does ESAT work? ESAT takes a web-based and appreciative approach to social and emotional skill development by:

- Establishing a clear assessment framework of skill definitions and exemplars
- Connecting teams that work together to help program participants develop skills in a consistent manner
- Gathering observations to identify behavioural patterns and ensure assessment is evidence-based
- Fostering participant self-awareness of strengths and skill gaps through honest, consistent, timely and respectful feedback
- Supporting both self and staff-assessments so participants understand how their social and emotional skills are seen by employers
- Supporting communication between staff and with participants to overcome employment barriers
- Providing clear and motivating progress reports

Manufacturing Skills Assessment (2021) – Literacy Link South Central

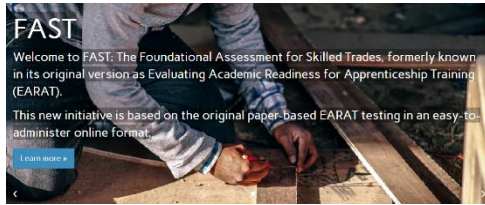
<https://www.llsc.on.ca/lbs-and-manufacturing>

This soft skills assessment tool and guidebook were created by Literacy Link South Central (LLSC) to support entry-level hiring for manufacturers across Ontario. Organizations beyond manufacturing are also welcome to use this free tool to assess and evaluate the soft skills of job seekers, applicants, and current employees.



Foundational Assessment for Skilled Trades (FAST) – Simcoe Muskoka Workforce Development Board

<https://readyfortrades.ca/>



FAST is based on the program known as Evaluating Academic Readiness for Apprenticeship Training, or EARAT.

EARAT was first developed for students who wished to pursue apprenticeship training in skilled trades. The program assessed skills in three subject areas (Math, Communications and Concepts of Science) for each designated trade. By completing these assessments, the student could determine if there were areas of additional study required for success in the in-school component of their chosen trade. The assessments, taken with the assistance of an instructor, school guidance counsellor or employment counsellor, are intended to increase the success rate for those entering apprenticeship.

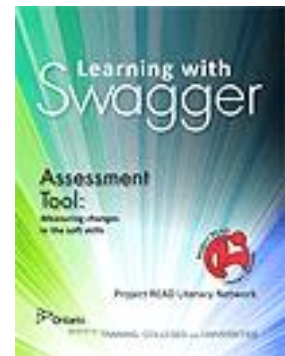
The new name, FAST, is the newer version of EARAT. This version moves to a digital online platform making it more accessible and easier to use. We have included assessments for the most in-demand trades and intend to expand the program offering in the near future.

Learning with Swagger Assessment Tool: Measuring changes in the soft skills – Project READ Literacy Network of Waterloo/Wellington

<http://www.projectread.ca/resources/publications>

This tool is a great opportunity to have conversations with learners about their motivation, readiness, and attitudes towards learning. These soft skills include but are not limited to:

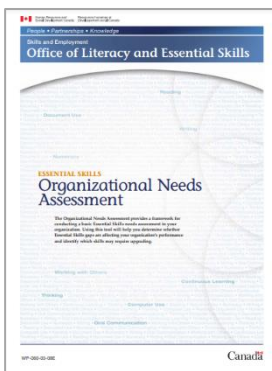
- Confidence
- Self-esteem
- Attitude
- Perseverance (Grit)
- Life, Social and Employability Skills
- Time Management and Study Skills



Organizational Needs Assessments

The word “assessment” can take on a different meaning in workplace literacy in that it can refer to an organizational needs assessment. In this case, an employer may know there is a need for skills improvement within the workplace but may not be able to articulate the needs very clearly. There are tools that can assist an employer in understanding the skills gaps that may exist – tools that could be administered by an employer or by an LBS agency.

Organizational Needs Assessment – Office of Literacy and Essential Skills



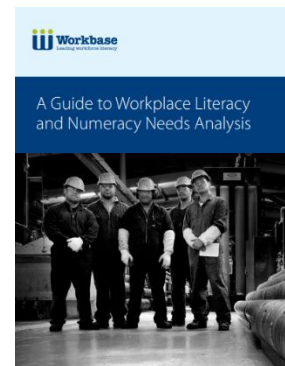
<https://abclifelif literacy.ca/wp-content/uploads/2020/03/ona.pdf>

The Organizational Needs Assessment provides a framework for conducting a basic Essential Skills needs assessment in an organization. Using this tool will help determine whether Essential Skills gaps are affecting an organization's performance and then identify which skills may require upgrading.

A Guide to Workplace Literacy and Numeracy Needs Analysis – Workbase: Leading Workforce Literacy

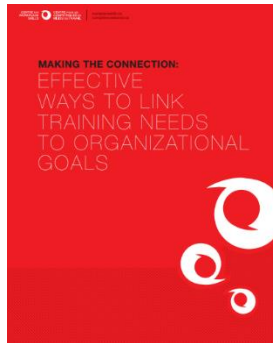
<https://education.waikato.ac.nz/wp-content/uploads/2016/04/workplace-literacy-needs-analysis-guide.pdf>

This resource guide was developed in New Zealand as a resource for participants in professional development workshops on workplace literacy needs analysis. The organizational or workplace needs assessment is considered critical in preparing to offer a workplace literacy program.



Making the Connection: Effective Ways to Link Training Needs to Organizational Goals – Centre for Workplace Skills

<https://awens.ca/pdf/Effective%20ways%20to%20link%20training%20needs%20to%20organizational%20goals.pdf>



This knowledge-gathering project was initiated to explore the perception that small and medium-sized employers (SMEs) typically lack the necessary skills, resources, and organizational needs assessment (ONA) tools to identify their critical training needs. The project sought to identify existing organizational needs assessment tools and to establish the current state of their adoption and usage by SMEs. The project then examined how such tools can be better used to ensure formal and informal training solutions address the right employee skills and improve job performance, productivity, and business results.

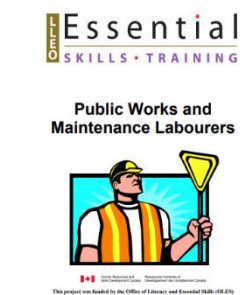
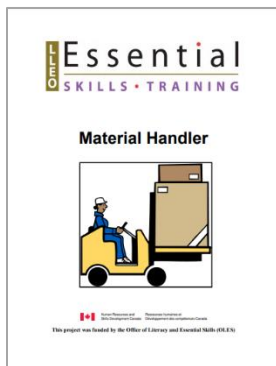
Occupational-Specific Curricula

In this section of the resource collection, we shine a spotlight on some known occupational-specific curricula. When we use the term occupational-specific curricula, we are talking about learning activities that have been created to build an adult learner's awareness of, and skills in, a particular labour market occupation or sector.

Occupational Curricula – Literacy Link Eastern Ontario

<http://www.lleo.ca/resources.html>

In 2004, Literacy Link Eastern Ontario, in partnership with regional LBS agencies, believed that developing curricula focused on occupational training and building Essential Skills would be of great value to adult learners with employment goals. Such curricula would also support practitioners to better understand the Essential Skills (which were newly developed at this time) and to provide practitioners with valuable learning materials for learners. The following curricula are available:

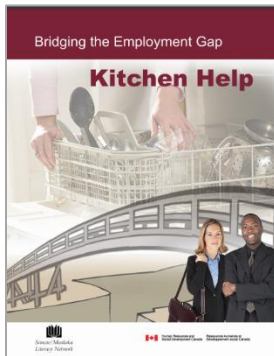


- Call Centre
- Cleaner
- Clerical
- Daycare Worker
- Essential Skills for the Trades
- Food Counter Attendants
- Food Processing
- Grocery Clerks and Store Shelf Stockers
- Health Care / Pre-PSW
- Hospitality
- Landscaping and Grounds Maintenance Labourers
- Material Handler
- Printing Machine Operator
- Public Works and Maintenance Labourers
- Retail
- Service Station Attendant
- Skilled Trades Helpers and Labourers
- Truck Driver

Bridging the Employment Gap – Simcoe Muskoka Literacy Network

<https://literacynetwork.ca/resources/bridging-the-employment-gap/>

In 2008-09, Simcoe/Muskoka Literacy Network (SMLN) was funded by the National Office of Literacy and Essential Skills to complete a series of occupational-related curricula called “Bridging the Employment Gap.” The curricula were designed to help learners at Essential Skills Level 1 to upgrade their literacy, numeracy and other essential skills in an entry-level occupational context.



The series includes the following curricula:

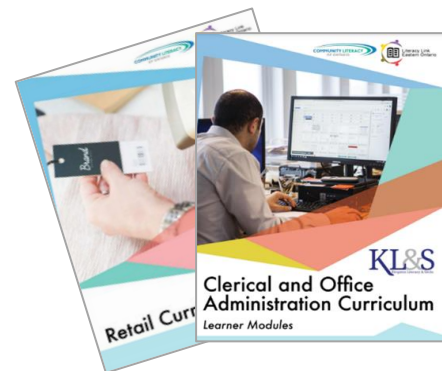
- Clerical
- Grounds Maintenance
- Janitorial
- Kitchen Help
- Retail
- Ready for Work

Curriculum Development (2018-2021) - Community Literacy of Ontario

<http://www.communityliteracyofontario.ca/resources/publications/>

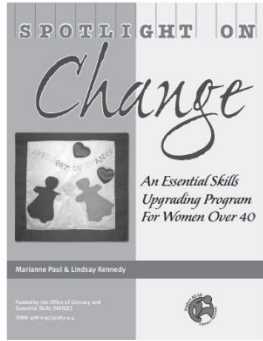
Community Literacy of Ontario (CLO) worked in cooperation with community-based organizations to develop the following curricula, which are based on work done by Literacy Link Eastern Ontario (LLEO):

- Retail
- Health Care Preparation
- Food Counter Attendant & Kitchen Helper
- Clerical & Office Administration
- Landscaping & Grounds Maintenance
- Warehouse Worker & Material Handler



Spotlight on Change: An Essential Skills Upgrading Program for Women over 40 (English/French) (2010) - Project READ Literacy Network of Waterloo/Wellington

<http://www.projectread.ca/pdf/SpotlightOnChangeCurriculum.pdf>



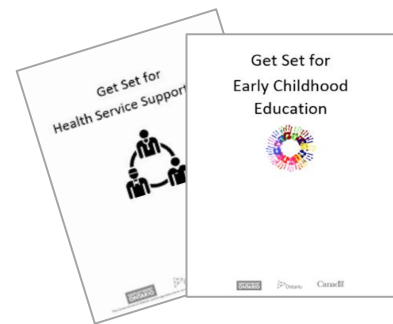
This Essential Skills training program was developed for women aged forty plus who are seeking employment. In response to the economic climate and needs voiced within their own community, they developed a curriculum for older women who are low-skilled and unemployed. The program is designed to help participants increase their Essential Skills and their confidence so that they can build employability skills.

Get Set Series – Laubach Literacy Ontario

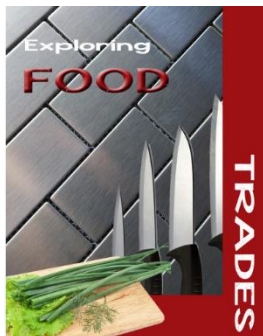
<http://www.laubach-on.ca/search/node/Get%20Set>

There are currently three curricula that comprise the Get Set Series:

- Get Set for Health Service Support Jobs
- Get Set for Early Childhood Education (ECE)
- Get Set for Customer Service



LBS Apprenticeship Curricula (2014) – Literacy Link South Central



<https://www.llsc.on.ca/apprenticeship>

Literacy Link South Central (LLSC) created three sets of curricula to introduce Literacy and Basic Skills adult learners to the following areas of apprenticeship:

- Auto Trades
- Construction Trades
- Food Trades

Fabricating the Future: Building Tomorrow's Manufacturing Workforce – Literacy Link South Central

<https://www.llsc.on.ca/fabricating-the-future-building-tomorrows-manufacturing-workforce>



Manufacturing is thriving in the London area, yet there are thousands of people in the London region who are not working and aren't currently seeking employment.

With support from their partners in the Local Employment Planning Council (LEPC), Literacy Link South Central has developed the following modules to support adult literacy learners on the road to a career in manufacturing.

- Manufacturing: It's Made for You
- Essential Skills for Manufacturing
- Apprenticeship in Manufacturing
- Manufacturing Job Postings
- Dinner Is Served: An Introduction to Food Processing

Our Choice, Your Future – Employment Video Series – Adult Basic Education Association and Workforce Planning Hamilton

<https://abea.on.ca/practitioner-resources/>

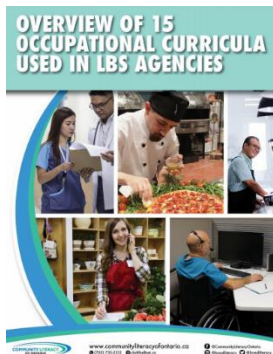
The Adult Basic Education Association (ABEA), in partnership with Workforce Planning Hamilton (WPH) has developed 5 employment videos with support materials targeted to youth exploring their career options. The videos can be used with many different audiences. All materials are available in English and French.

Video topics include:

- Early Childhood Education (ECE)
- Customer Service Representative
- Baker
- Construction Craft Worker
- Light Duty Cleaner



Overview of 15 Occupational Curricula Used in LBS Agencies – Community Literacy of Ontario



<http://www.communityliteracyofontario.ca/wp/wp-content/uploads/Occupational-Curricula-Listing-Dec-10-2018.pdf>

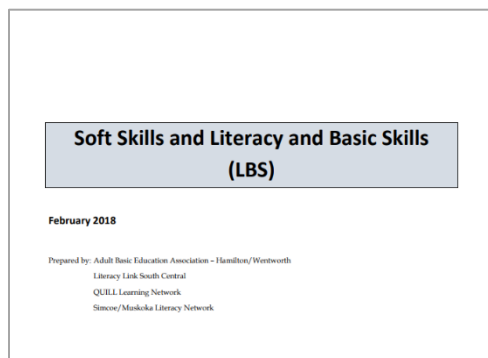
This helpful guide explores the use of occupational curricula in 15 different LBS agencies and regional networks in Ontario. The guide also provides details on where and how each curriculum was developed, why it was delivered, the length of the training and the literacy level it is targeting.

Soft Skills

Soft skills are a critical part of Literacy and Basic Skills programming. Under the current Ontario Adult Literacy Curriculum Framework (OALCF), soft skills are reflected in two competencies – Engage with Others and Manage Learning. Soft skills are often referred to as employability skills or people skills. This section of the resource collection identifies soft skills resources for LBS practitioners.

Soft Skills and Literacy and Basic Skills (2018) – Adult Basic Education Association, Literacy Link South Central, QUILL Learning Network, and Simcoe Muskoka Literacy Network

<https://learningnetworks.ca/wp-content/themes/lno/files/resources/SoftSkillsandLBS-Feb2018-Final.pdf>



Soft skills are getting a lot of attention these days, likely due to their importance in assisting individuals to get and keep a job. Literacy and Basic Skills (LBS) agencies have always integrated soft skills into learner plans. However, with the growing interest around soft skills, it is an ideal time to make LBS's role in developing soft skills more explicit. This resource is a step in that direction and is intended to:

- assist LBS agencies in documenting what they already do to increase learners' soft skills
- identify community partnerships that show good practices related to soft skill development
- provide resources to LBS agencies that may want to increase their soft skill programming

Soft Skills Resources Website (2018) – Adult Basic Education Association, Literacy Link South Central, QUILL Learning Network, and Simcoe Muskoka Literacy Network



<https://sites.google.com/view/Inosoftskillsresources/home>

This website shares the same information that is available in the “Soft Skills and Literacy and Basic Skills pdf” referred to in the previous entry.

Game Changer Soft Skills Curriculum – Literacy Link South Central

<https://www.llsc.on.ca/gamification>

Using a lens of gamification and gaming psychology, LLSC has developed new curriculum that can help youth increase the “soft skills” (such as communication, time management, and working with others) that are most critical to employers yet remain difficult for young job seekers to develop. This 14-module curriculum can be run as a single course, or it can be broken into smaller workshops focused on a single skill.

Specific soft skills addressed include:

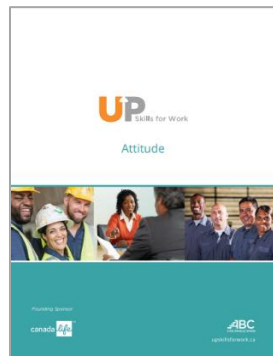
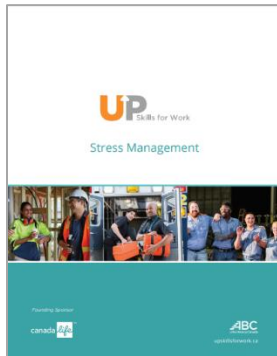
- Verbal Communication
- Non-verbal Communication
- Observation Skills
- Decision Making
- Problem Solving
- Teamwork
- Flexibility and Adaptability
- Work Ethic
- Conflict Resolution
- Resiliency



UPskills for Work – ABC Life Literacy Canada

<https://upskillsforwork.ca/resources/>

This website contains short modules (workbooks which contain activities) to (re)introduce adult learners to the concept of soft skills as well as 9 specific soft skills that are important to employability:



- Taking Charge of Your Soft Skills
- Motivation
- Attitude
- Accountability
- Presentation
- Teamwork
- Time Management
- Adaptability
- Stress Management
- Confidence

Soft Skill Solutions – Simcoe Muskoka Workforce Development Board

<https://www.smwdb.com/soft-skills-solutions>

Learn more about the skills that will help you compete and advance in today's job market. Soft Skills Solutions® (SSS) is a free program offered at many employment resource and adult upgrading/literacy centres. This program is taught by SSS Trainers. The program is approximately 25- 30 hours in length, and it covers important topics that will give learners confidence and a competitive edge in their next job.

Learn more about the key workplace skills that employers are asking for:

- Communication
- Teamwork
- Personal Management
- Problem Solving and Critical Thinking
- Professional Development



Technology/Equipment

Most, if not all, LBS agencies have been integrating technological devices and digital literacy into their programming for years, given how important digital literacy skills are to workforce development and functioning in most workplaces.



LBS agencies typically use the following devices or some combination thereof:

- Computers
- Laptops
- Tablets
- Chromebooks
- iPads
- SmartBoards

And they use these devices to assist adult learners with:

- Learning to type (typing.com)
- Understanding the parts of a computer and how to use them
- Using the Internet
- Using email
- Learning basic programs that are commonly used in workplace settings (Word, Excel, etc.)

Some LBS programs introduce learners to other types of technology used in many workplaces – Point of Sale (POS) systems. Purchasing a POS system is a significant investment but showing adult learners how to use a POS system will help them be more prepared to use scanners, debit and credit machines and cash software.



One POS system specifically mentioned by LBS programs is Bullfrog tech:
<https://bullfrogtech.com/>

Job Preparation

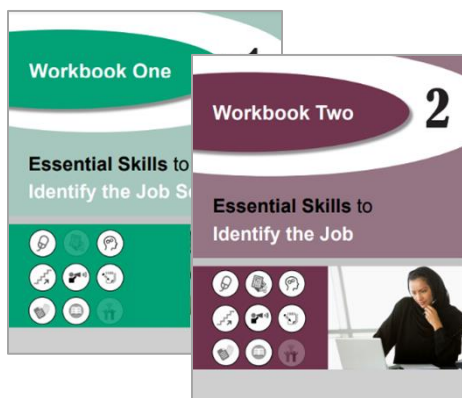
Some adult learners enter LBS with a specific idea of the career or job type they would like to pursue. In these cases, occupational curricula, such as those described earlier in this resource collection, come in handy. However, many adult learners don't necessarily have a specific job in mind when they attend LBS programming to build their skills for employment. In these cases, job preparation materials are very useful. This section identifies some of the job preparation materials that are in use in LBS.

Connecting Literacy and Employment through Essential Skills – Literacy Link South Central

<https://www.llsc.on.ca/essential-skills>

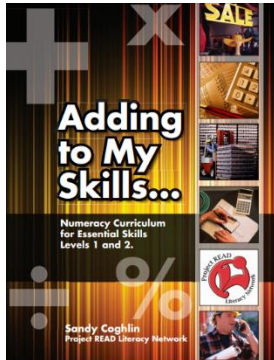
These resources have been developed for people who want to look for employment while strengthening their Essential Skills. These workbooks will be used most successfully if they are used in a facilitated group setting, as many exercises include working with other people. There are several computer-related activities, so the users need access to a computer and the Internet.

The topics reflect the steps people take when looking for a job. For best results, these resources can be used as a series (1-7). But if someone doesn't need the information in every workbook, just choose the one(s) with the content that is right for them.



- Essential Skills to Identify the Job Search
- Essential Skills to Identify the Job
- Essential Skills to Research Your Occupation
- Essential Skills to Search for Jobs
- Essential Skills to Market Yourself with a Resume and Cover Letter
- Essential Skills to Market Yourself at the Interview
- Essential Skills to Maintain Employability

Adding to My Skills (2011) – Project READ Literacy Network of Waterloo/Wellington:



<http://www.projectread.ca/pdf/AddingToMySkills.pdf>

Adding to My Skills is a project funded by the Workplace and Community Workforce Literacy & Essential Skills Projects, Ministry of Training Colleges and Universities. Its main focus is to use real-life numeracy activities as a starting point in order to develop skills required in the workplace.

Money Matters – ABC Life Literacy Canada

<https://abcmoneymatters.ca/>

Money Matters is a free introductory financial literacy program for adult learners. The workbooks are used in classrooms across Canada and are full of activities that can be adapted according to the needs of individual groups. Workshops can be delivered by the staff of the group delivering the program, or with the optional support of local TD Bank Group volunteer-tutors.

The Money Matters program has three different offerings: Money Matters, Money Matters for Indigenous Peoples and Money Matters for People with Diverse Abilities.

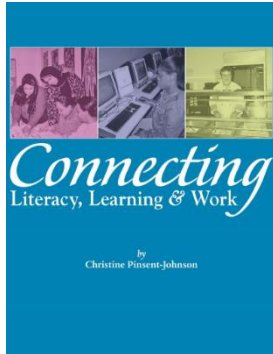
All are written and designed with the adult learner in mind. This means:

- approachable, discussion-based activities
- topics based on extensive research and feedback from learners
- literacy level 2 content (grade 6-8 reading level)
- all financial terminology is defined in the text, and in a glossary



Connecting Literacy, Learning & Work (2008) – Christine Pinsent-Johnson, Ottawa Carleton District School Board

<http://en.copian.ca/library/learning/christine/connecting/connecting.pdf>



Over the course of several years, the program the author worked in changed its approach to teaching literacy for adult students who had work-related goals. Underlying the new approach was a gradual transformation from seeing literacy as mostly a skill and task-based activity to seeing literacy as a practice-based activity.

Connecting Literacy, Learning & Work captures both the thinking and doing sorts of shifts that occurred. It describes how learning and assessment activities changed, how instructors took on different roles, and how the agency began to work with a more diverse group of students.

Workforce Essential Skills: putting literacy to work (2011) – Karen Geraci and Marisa Mazzulla. PTP Adult Learning and Employment Program

<https://ptp.ca/wp-content/uploads/2019/05/wescan-workforce-essential-skills-guide.pdf>

Workforce Essential Skills is a pre-employment adult education approach that extends beyond job search and résumé writing, to focus on helping participants develop the abilities they will need on the job. In many ways, what contributes to successful workforce Essential Skills programming is what makes any adult education program successful; strong instructors and supports for participants that extend beyond narrow educational needs are significant contributing factors to success.



And yet there are some additional features that contribute in particular ways to workforce Essential Skills programming that are worth consideration. This guide examines what workforce Essential Skills programming is, how it can be designed and who benefits from it.

GCF Global Learn Free

<https://edu.gcfglobal.org/en/>



This website is a good resource for adult learners who want or need to learn about how to use computers or specific software programs.

It's also good for adult learners who wish to sharpen their job preparation or workplace communication skills.

Essential Skills and the OALCF Webinar Series (2019) – The Mid North Network

<https://northernliteracynetworks.ca/resources/>

LBS practitioners need a solid understanding of Essential Skills to understand how to analyze, assess and develop tasks related to workforce and workplace training. To support practitioners, the Mid North Network developed three webinars:

- Back to Basics: Essential Skills and the OALCF
- Assessment: Essential Skills and the OALCF
- Curriculum: Essential Skills and the OALCF

The link provided above contains videos of the webinars as well as PDF Downloads of the webinars in English and in French.



Apprenticeship

Apprenticeship is a separate goal path from employment in LBS, but since individuals who are involved in apprenticeship are working, we wanted to share some of the LBS resources that have been developed to support apprenticeship in this resource collection.

Apprenticeship Live Binder (2017) – Literacy Link South Central

<http://www.livebinders.com/play/play?id=1955776>



This website houses a selection of apprenticeship information and resources. The target population for this live binder is Ontario's Literacy and Basic Skills (LBS) agencies. The intent is to provide instructors with information and resources that build their capacity to work with students who have apprenticeship as a career goal.

Resources are arranged into the following categories:

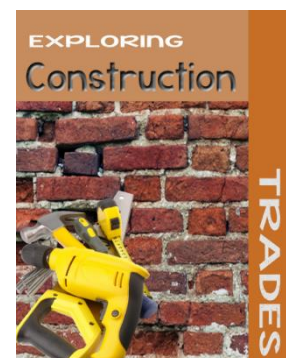
- Assessment and Screening
- Curriculum Resources
- Preparing to Write C of Q Tests
- Apprenticeship Councils/Federations
- Employer Information
- Research
- Promoting LBS/Apprenticeship

LBS Apprenticeship Curricula (2014) – Literacy Link South Central

<https://www.llsc.on.ca/apprenticeship>

Literacy Link South Central (LLSC) created three sets of curricula to introduce Literacy and Basic Skills adult learners to the following areas of apprenticeship:

- Auto Trades
- Construction Trades
- Food Trades



Apprenticeship and Skilled Trades Resource Sharing Fair – Community Literacy of Ontario

<https://vimeo.com/484105115>



This hour-long video resource was designed to:

- Share promising practices and strategies to support learners with apprenticeship/skilled trades goals
- Learn about practical resources to support high quality instruction for learners who wish to become an apprentice or work in the skilled trades

The “A” Word (2019) – Literacy Link South Central (2019)

<https://www.llsc.on.ca/apprenticeship>

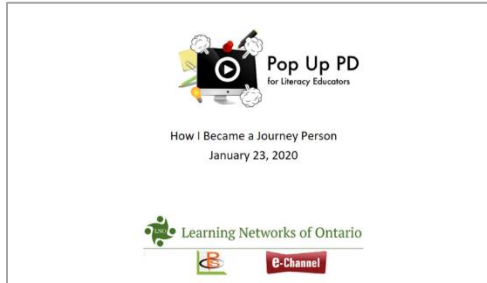
This series of presentations (videos, slide decks, transcripts) focuses on 3 key topics:

- Building the capacity of service providers to support their clients who are interested in working in the skilled trades
- What clients need to know about pursuing a career in the skilled trades, using the knowledge and opportunities available through Ontario's Apprenticeship system
- The pathways into, and through, what can seem to be a complex system – and how understanding each of our roles in that system can create a solid foundation for apprentices working their way through it



Pop Up PD – Apprenticeship Webinars – the Learning Networks of Ontario, E-Channel and the Provincial Support Organizations for Literacy

<https://e-channel.ca/practitioners/pop-pd-resources>



Pop Up PD sessions are webinars that are designed and delivered each year by some of the literacy support organizations in Ontario. Topics vary. Occasionally, a series of webinars will be delivered on a particular topic.

In 2019-2020, three webinars were created specifically for apprenticeship. These webinars can be accessed at the URL above.

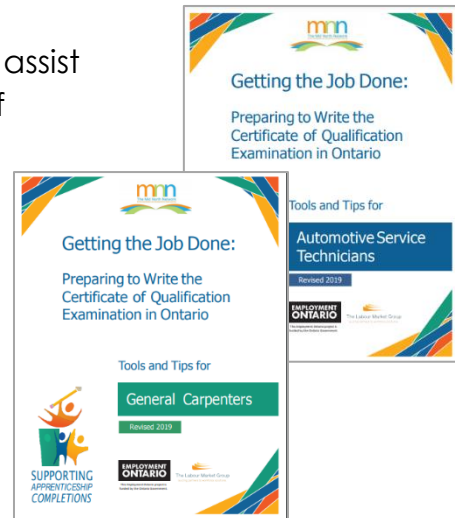
- 1: Demystifying Apprenticeship
- 2: How I Became a Journeyperson
- 3: LBS Resources for Apprenticeship

Getting the Job Done: Preparing to Write the Certificate of Qualification Examination in Ontario – The Mid North Network (revised 2019)

<https://northernliteracynetworks.ca/resources/>

The Mid North Network has developed materials to assist apprentices in preparing to write their Certificate of Qualification (C of Q) for five trades:

- [Automotive Service Technician](#)
- [Construction and Maintenance Electricians](#)
- [General Carpenters](#)
- [Industrial Mechanic Millwrights](#)
- [Plumbers](#)



e-Channel



e-Channel is the online Literacy and Basic Skills Program. It is funded by Ontario's Ministry of Labour, Training and Skills Development. This Employment Ontario program provides online literacy courses to adults in Ontario.

Courses may be offered in two ways:

1. **Live courses** in an online classroom at a scheduled time
2. **Anytime courses** done independently

There is no cost to Indigenous, Anglophone, Deaf, and Francophone learners. e-Channel programs help prepare learners to reach their goals for:

- Employment
- Apprenticeship
- Secondary school
- Postsecondary programs
- Independence



Contact North | Contact Nord provides a Technical Help Desk for e-Channel. It supports these e-Channel course providers:



Research

Often, LBS practitioners are looking for instructional resources they can use with adult learners. Sometimes, though, it's beneficial to have other sources of information on workforce and workplace literacy. For example, when you are developing marketing messages or materials or submitting a proposal for additional funding. Here are some online resources that provide context for discussions about workforce and workplace literacy.

Workplace Literacy: The Lynchpin of Canada's Inclusive Growth Agenda (2017)

– Public Policy Forum

<https://ppforum.ca/publications/workplace-literacy-lynchpin-canadas-inclusive-growth-agenda/>



Despite compelling evidence that demonstrates the positive social and economic outcomes for employees and employers as a result of workplace literacy training, there is still not broad uptake in Canada for a national program. Public Policy Forum (PPF), in partnership with ABC Life Literacy Canada and other stakeholders, launched an exploratory study to understand the barriers employers face in addressing workplace literacy.

The project engaged employers, educators, literacy trainers, issue leaders and human resources professionals across the country, through roundtable discussions and a survey, on the subject of workplace literacy and the barriers that exist for employers. This report presents the findings of that research and the recommendations for improving low workplace literacy levels in Canada.

The Economic Benefits of Improving Literacy Skills in the Workplace (1997)

<http://library.copian.ca/item/86>



CONFERENCE BRIEFING THE ECONOMIC BENEFITS OF IMPROVING LITERACY SKILLS IN THE WORKPLACE

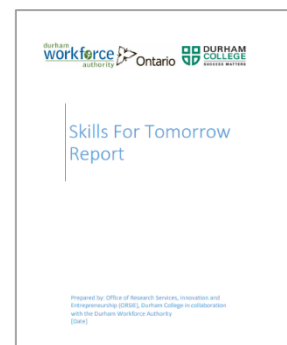
Enhancing literacy levels in the workplace improves bottom-line performance for Canada's employers and gives employees a better chance for success in their careers.

The results of the Conference Board of Canada's study, *The Economic Benefits of Improving Literacy Skills in the Workplace*, demonstrate that there are clear economic benefits for both employers and employees in improving workplace literacy. The findings contained in this Conference Briefing and in the research report show that employers enhance the performance of their businesses in a wide variety of ways that strengthen the bottom line, and employees are better able to succeed in the workplace when their literacy skills improve.

Skills for Tomorrow Report – Durham Workforce Authority

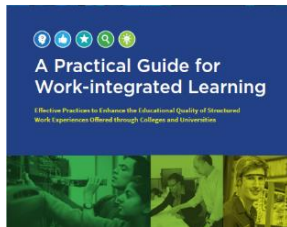
<https://durhamworkforceauthority.ca/wp-content/uploads/2015/04/Skills-For-Tomorrow-Report-Final.pdf>

The “What Employers Need: Skills For Tomorrow” employer survey was designed to provide insights that would enable stakeholders to better understand employers’ skills needs and improve local services in an effort to support economic prosperity. Additionally, the survey provided information that could inform postsecondary programming, satisfy the need for local Labour Market Information (LMI), and provide employers with meaningful information about their sector.



A Practical Guide for Work-integrated Learning – Higher Education Quality Council of Ontario

<https://heqco.ca/pub/a-practical-guide-for-work-integrated-learning-effective-practices-to-enhance-the-educational-quality-of-structured-work-experiences-offered-through-colleges-and-universities/>



Work-integrated learning – also known as experiential learning – is gaining in popularity in educational settings across Ontario. *A Practical Guide for Work-integrated Learning* focuses on structured work-integrated learning experiences such as internships, placements, co-ops, field experiences, professional practice and clinical practicums.

This comprehensive guide is divided into seven chapters with an introduction to experiential learning theory, followed by background information and suggestions on improving the quality of work-integrated learning programs, program evaluation and recommendations for broader curricular integration developing meaningful partnerships with industry, government and community organizations.

Hands On, Skills Up! – Community Literacy of Ontario (CLO)

<http://www.communityliteracyofontario.ca/wp/wp-content/uploads/Experiential-Learning-in-LBS-Research-Report-FINAL-3-2018.pdf>

CLO conducted research to identify and share information about employment-related experiential learning opportunities in Literacy and Basic Skills agencies in Ontario.

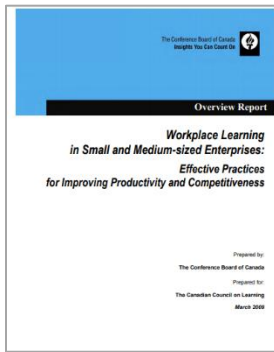
The report summarizes the research from their survey and key informant interviews, and shares information on the type of experiential learning offered, the benefits and challenges, supports needed, funding issues, and more.



COMMUNITY LITERACY OF ONTARIO
183 Bedford Street, Suite 300, Barrie, Ontario L4M 4P7
TEL: 705-733-2322 | 800-461-9826 | www.communityliteracyofontario.ca
©2018 Community Literacy of Ontario

Highlights of effective workplace learning practices in small and medium-sized enterprises (2008) – Conference Board of Canada. Canadian Council on Learning

<http://en.copian.ca/library/research/ccl/wplearning/wplearning.pdf>



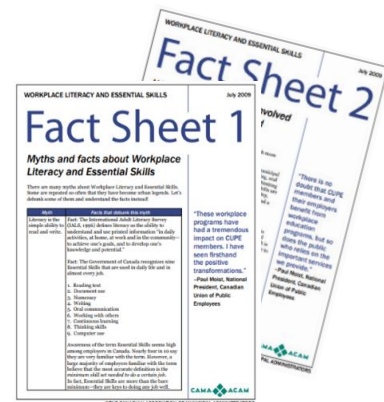
This report offers insights into the relationship between effective workplace learning activities in small and medium-sized enterprises (SMEs) and desired firm-level outcomes like improved productivity, quality, sales and profits. In particular, this report addresses how comparative advantages in labour productivity and performance can be realized in SMEs through the strategic development of their human resources; and how this can be best realized through the implementation of relevant, cost-effective, targeted training and learning development initiatives.

Fact sheets about Workplace Literacy and Essential Skills (2009) – Canadian Association of Municipal Administrators (CAMA)

<http://library.copian.ca/series/camas-workplace-literacy-and-essential-skills-fact-sheet>

The CAMA Literacy and Essential Skills in Municipal Workplaces Project has developed a six-part series of fact sheets on workplace literacy and essential skills. The fact sheets are:

- Myths and facts about Workplace Literacy and Essential Skills
- Why municipalities are involved in Workplace Literacy and Essential Skills
- How municipalities are tackling the issues
- Challenges and solutions
- Best practices
- What will your Return-On-Investment be?



More Success Stories: Experiential Learning in LBS – Community Literacy of Ontario (CLO)



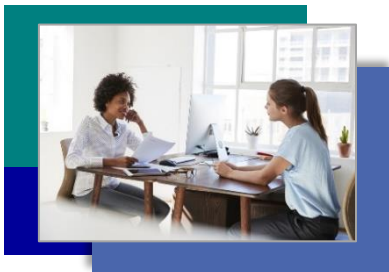
<http://www.communityliteracyofontario.ca/wp/wp-content/uploads/More-Experiential-Learning-Success-Stories-March-4-2019.pdf>

CLO conducted additional research into LBS and experiential learning. This resource highlights eight new experiential learning success stories.

Building your Capacity

Wherever you or your LBS agency may be with regard to your comfort level in providing workforce or workplace literacy, there are definitely steps you can take to build your capacity. In this section of the resource collection, we share ideas on how to build capacity among staff, how to understand local workforce and workplace needs and how to respond.

Among staff



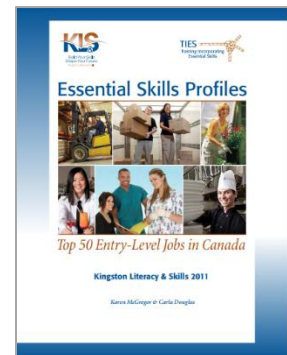
To build capacity among staff, spend some time defining workforce and workplace literacy. There are no “right” or “wrong” definitions. What’s important is that LBS practitioners understand the terms and associated resources – especially for agencies that prepare adult learners for the employment goal path.

The National Occupational Classification (NOC) is an excellent place to increase your knowledge of Essential Skills.

Essential Skills Profiles. Top 50 Entry-Level Jobs in Canada (2011) – Kingston Literacy and Skills

<http://en.copian.ca/library/learning/ks/top50/top50.pdf>

Those who work with entry-level job seekers report that their clients need improved Essential Skills if they are to find and retain employment in today’s competitive market. The TIES profiles (Training Incorporating Essential Skills) are an important resource for assisting in this endeavour. They link literacy practitioners, case managers, employment counsellors, assessors, employers and low-skill clients within the common framework of Essential Skills.



The TIES profiles feature the top 50 entry-level jobs nationally, along with the levels 1, 2, and some level 3 Essential Skills that clients need to perform them successfully. For literacy practitioners and assessors, this resource highlights the transferable skills needed for a range of jobs at the entry level and provides a complete package that requires no additional references or computer look-ups.

To understand workforce and workplace needs

In Literacy and Basic Skills and through the Ontario Adult Literacy Curriculum Framework (OALCF) we have a good understanding of traditional educational settings and the skills that are developed in these settings. What we may be less aware of is what employers are looking for. Often, their perspectives are quite different. This section provides a few ideas on how you and other staff at your organization can develop a more thorough understanding of skills and skill development from an employer perspective.



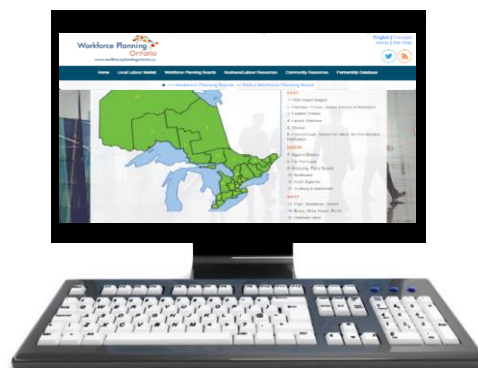
Some LBS agencies in Ontario seek to eliminate the guesswork when it comes to determining the skills employers want. They approach major retailers/employers in the community and ask what skills are most desired. They may even ask for copies of skills assessments or aptitude tests that employers use.

There are other organizations that are funded by the Ministry of Labour, Training and Skills Development (MLTSD) that actively work to determine local employers' needs.



These are the Workforce Planning and Development Boards. If you're not sure which one(s) are local to you, consult this map:

<http://www.workforceplanningontario.ca/en/workforce-planning-boards/find-a-workforce-planning-board/>



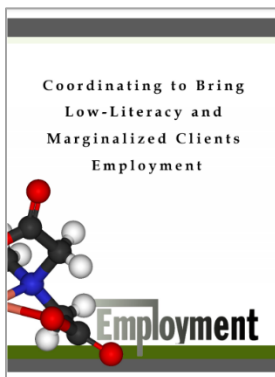
To respond

When it comes to responding to workforce and workplace literacy needs in the community, there are numerous opportunities for LBS. Usually, these opportunities require some level of coordination. Here are some resources that highlight coordination – among employers, among service providers and across communities.

Coordinating to Bring Low-Literacy and Marginalized Clients Employment (2014)

– Literacy Link South Central

<https://irp-cdn.multiscreensite.com/1a9192fe/files/uploaded/Coordinating%20to%20Bring%20Low%20Literacy%20and%20Marginalized%20Clients%20to%20Employment%20%282014%29.pdf>



A number of strategies have been suggested to meet the demand for workers, such as increasing immigration. Another recommended strategy is to maximize the utilization of every person of working age to ensure that every adult Canadian is working to their potential. Unfortunately, there are many individuals across Canada who are not working to their potential. They may not even be aware of their potential. This Labour Market Partnership (LMP) proposal focused on individuals in the Western Region of Ontario – individuals who have less than a grade 12 level of functional ability and who struggle to find jobs with their skill levels.

Ten different strategies were piloted as part of this project, focusing on how the Regional Networks can further coordinate local services to enhance employment outcomes for lower-skilled Ontarians.

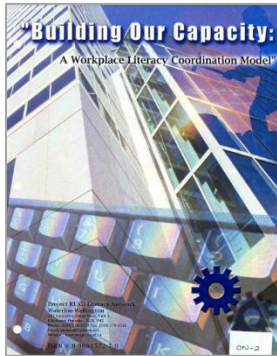
And last, but not least, LBS agencies benefit from being aware of other programs that are designed by the Ministry of Labour, Training and Skills Development (MLTSD) to prepare Ontarians for the workplace:

- Pre-Apprenticeship
- SkillsAdvance Ontario
- Youth Job Connect

Find where these programs are operating near you and see if there is a way for LBS to support program participants.

Building Our Capacity: A Workplace Literacy Coordination Module (2001) –
Project READ Literacy Network of Waterloo/Wellington

http://en.copian.ca/library/learning/project_read/build_capacity/build_capacity.pdf



The goals of this project were:

- To develop an effective and strategic marketing plan to reach targeted workplace sectors in the region in an attempt to increase accessibility of management and workers to services.
- To work collaboratively with literacy delivery agencies to develop a protocol to deal with identified workplace needs and to develop agency capacity to meet those needs effectively and efficiently.
- To consult with key workplace stakeholders and target three industry sectors.

Support Organizations

Clearly, much has happened and is happening in Literacy and Basic Skills programming to support workforce and workplace literacy delivery. Ontario's adult literacy landscape has numerous literacy support organizations whose role it is to support adult literacy providers. Many of these literacy support organizations are actively involved in developing resources, partnerships and research in the areas of workforce and workplace literacy. You can turn to these support organizations for assistance in locating workforce and workplace literacy materials.

Literacy Networks



If you don't know which regional adult literacy network your program operates within, consult the Learning Networks of Ontario website:

<https://learningnetworks.ca/>.

Each of the 16 regional networks also has its own website which will highlight resources that the network has developed.

Support Organizations for Streams

There are three provincial support organizations that support literacy streams:



<https://www.coalition.ca/>



Ontario Native Literacy Coalition

Moving forward to better serve the native stream.

<https://onlc.ca/>



<https://www.deafliteracy.ca/>

Workforce and Workplace Resources

Support Organizations for Sectors

Ontario has four sectoral literacy organizations that provide support to community-based LBS agencies, school board LBS agencies and college LBS agencies:



Laubach Literacy Ontario

<https://laubach-on.ca>



<https://cscou.com>



<http://www.communityliteracyofontario.ca/>

Conclusion

As you can see, there is a wealth of resources, information and curricula in Ontario to use to advance workforce and workplace literacy. We'd like to reiterate this resource collection is not a comprehensive list, but we do think it will give LBS practitioners an excellent place to start!

