



ALBERTA WORKFORCE ESSENTIAL SKILLS



INTEGRATING ESSENTIAL SKILLS FOR CAREER DEVELOPMENT PRACTITIONERS

Presenter: Cindy Messaros, Executive Director AWES

AWES

Vision:

All adults have the skills they need to fully participate in the workplace, in their communities, and in their personal lives.

Mission:

Provide integrated essential skills, language and intercultural communication training solutions, generating returns at work, in the community and society.

Session goals

- Why are we here? – Alberta project
- Are we on the same page?
- How do we apply the essential skills?
- Interesting tools for you.
- All roads lead to ...Guided Pathways:
Integrating essential skills

Challenges

- How do I verify/help develop resume information?
- How do I equate job titles and tasks in Canada with those from another country?
- How do I bridge different job finding processes? And customize resumes?
- How do I untangle work experience and put into a context for Canadian employers?

Challenges

- How do I assess skills and determine appropriate job placement?
- How do I get them jobs when their language/literacy levels are low?
- How do I provide service that is accessible?
- How do I find/use assessment tools that link skills to occupations?

Alberta project

Challenge: getting immigrant workers prepared to participate in a dynamic labour market

Premise: agencies connect immigrants to employers and employment opportunities through services

Assumption: employment counsellors could benefit from training related to essential skills

Outcome: better service for immigrant clients through applying this knowledge to their services

Our model

- **Conduct needs assessment (NA)**
- Develop curriculum aligned to research
- Deliver training
- **Provide support and mentorship**
- Evaluate the impact of training

Conduct Needs Assessment*

1. How many years have you had on the job?
2. What do you know about essential skills?

This is a small selection of the survey questions.

Develop/deliver curriculum

1. All about essential skills
2. Essential skills and employability
3. Resources

Provide support and mentorship

Practitioners integrated and applied essential skills to different workshops such as networking and resume writing with the support of AWES.

Evaluate

What impact did learning about essential skills have?

What impact did applying essential skills to services with the help of a mentor have?

Curriculum preview

1. What are essential skills?
2. What are the international literacy surveys?
3. What is the methodology behind essential skills?
4. Complexity rating
5. ES and CLB
6. Essential skills and tasks

1. What are essential skills?

Activity

- On your own, list and define the essential skills.
- Compare your list with others.
- Is it the same list?

The 9 Essential Skills

Reading

Document Use

Numeracy

Digital Literacy

Working with others

Writing

Oral Communication

Continuous Learning

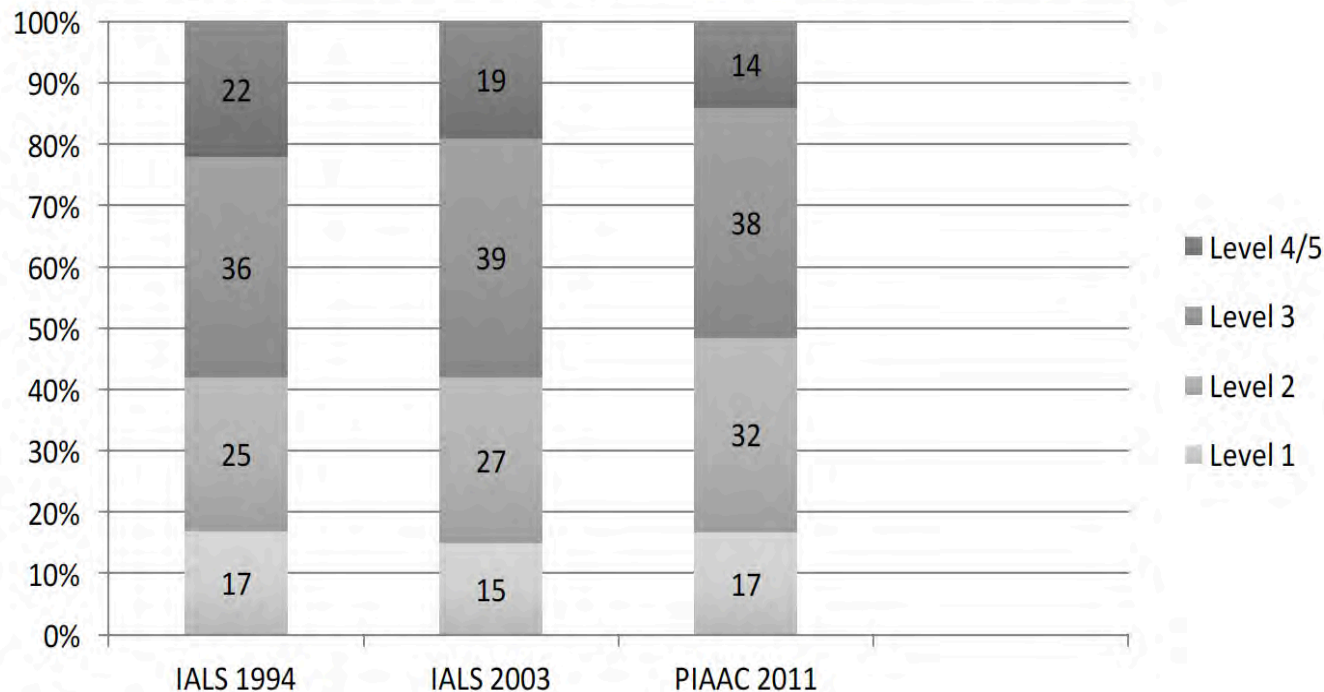
Thinking Skills

- problem solving
- decision making
- critical thinking
- job task planning
- use of memory
- finding information

Employment and Social Development Canada

International Literacy Surveys

Comparison of 1994 IALS, 2003 IALSS, and the 2011 PIAAC results in Canada



⁴<http://www.cmec.ca/Publications/Lists/Publications/Attachments/315/Canadian-PIAAC-Report.EN.pdf>

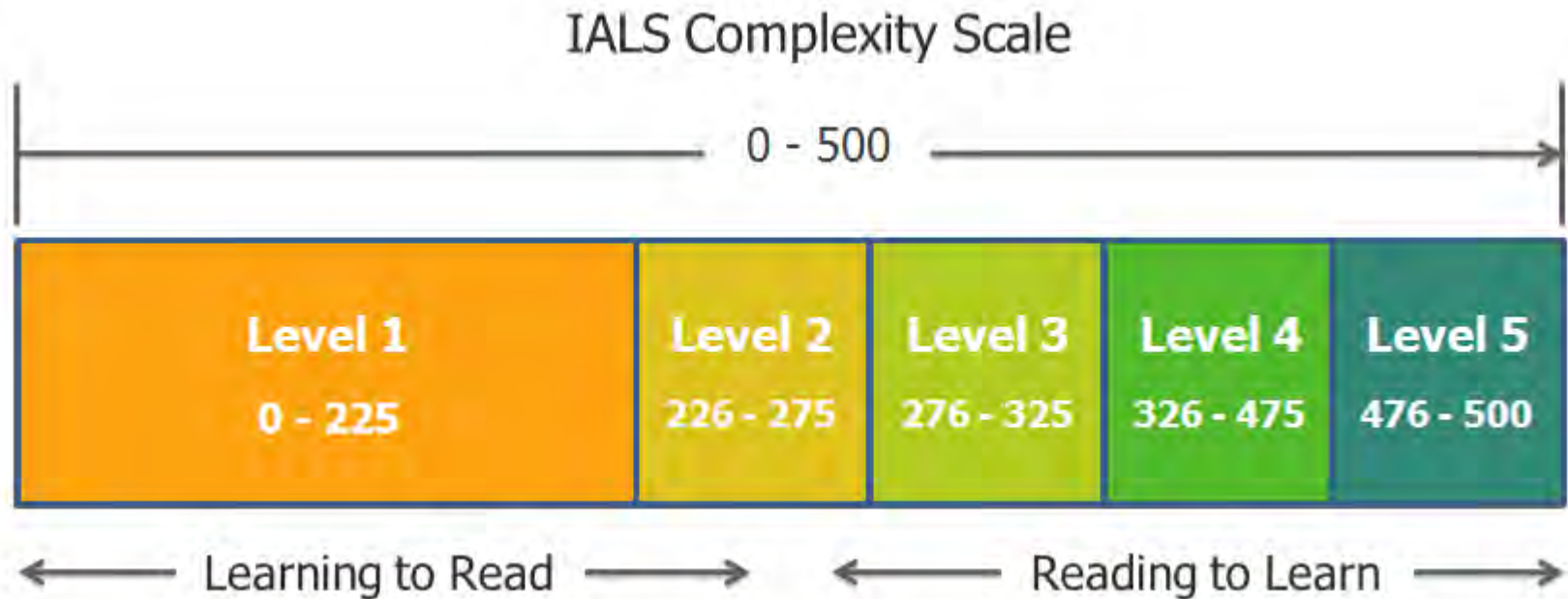
Methodology

Over 350 jobs were analyzed and the skills that are core to all the jobs were pulled out as the essential skills for work.

Occupational profiles were developed.

The skill levels required to perform tasks competently were categorized into complexity levels.

Complexity Rating Scale



Complexity levels

Learning to Read

Level 1 – adult has **very poor literacy skills**

May not understand the dosage instructions on a medicine label.

Level 2 – adult can use material that is **simple and clear**

Can read and has coping skills to manage everyday, familiar literacy tasks. May not be able to face new tasks such as learning new job skills.

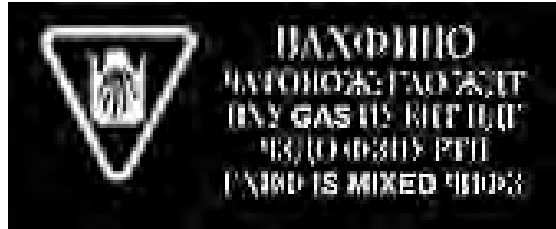
Reading to Learn

Level 3 – adult has **minimum** for coping with everyday life and work demands in a complex, advanced society

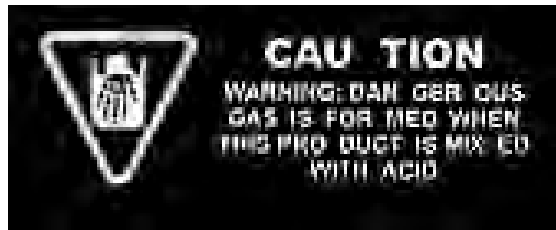
This is the level needed to complete high school or enter college

Level 4/5 –adult has **higher-order information processing skills**

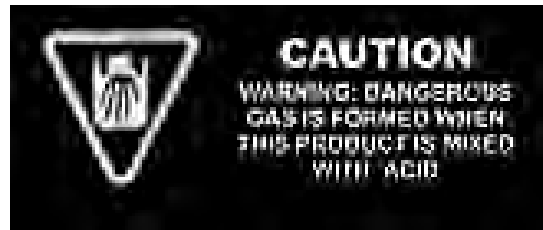
What does it feel like?



Level One: 4.7 million Canadians



Level Two: 5.5 million Canadians



Level Three, Four & Five:
11.3 million Canadians

Diagram from "We Don't Get It." Pamphlets by Consumers' Association of Canada and Movement for Canadian Literacy, with support from the NLS and HRSDC.

Complexity levels

Pastry chefs and nurses use numeracy skills to measure liquids.

Story tellers and politicians use oral communication skills.

Health care aides need document use skills to read patient names and to fill in admission forms.

ES and CLB

Essential Skills		CLB Listening Stage 1				CLB Listening Stage 2				CLB Listening Stage 3			
		1	2	3	4	5	6	7	8	9	10	11	12
Oral Communication	Pre-ES												
	ES 1												
	ES 2												
	ES 3												
	ES 4												
Essential Skills		CLB Speaking Stage 1				CLB Speaking Stage 2				CLB Speaking Stage 3			
		1	2	3	4	5	6	7	8	9	10	11	12
Oral Communication	Pre-ES												
	ES 1												
	ES 2												
	ES 3												
	ES 4												

Essential skills are skills, not tasks.

You use essential skills to complete tasks.

Task:

- Write a resume to apply for a job.

Essential skills to complete the task:

- Reading - the job posting
- Document use – the job posting is a document
- Writing – the content of the resume
- Computer use – building a resume using a word processing program, finding templates
- Thinking skills – decide what information to include in the resume and how to organize it

Essential Skills Profile

Essential skills and employability

How do you think knowing about essential skills will help you with your clients?

Essential skills and employability

1. Career preparation
2. Unemployment
3. Underemployment
4. Career change
5. Progression
6. Promotion

Resources

- Assessment
- Online resources: Annotated guide
- Videos

[Home](#)

[Practice Questions](#)

Essential Skills Assessment

Please enter your username and password to log in.

Username

Password

[recover password](#)

Alberta Workforce Essential Skills
Phone: 1-403-865-0944

Powered by The Essential Skills Group

Copyright 2015 AWES, Rights Reserved

Read the product review and answer the question that follows.

★☆☆☆☆ 1.0

Sandi B.
Thunder Bay, ON
02/09/2015

Good for cooking, but not much else!

I started using the tablet at 2:00 PM and within two hours it started to get super hot. It got so hot, I could have fried bacon and eggs on it. I took it back to the store at 5:00 PM. The technician said there must be something wrong with the battery. They offered to replace the battery but I returned it for a refund. I really liked how it looked but couldn't afford to take a chance beyond the warranty period.

 Reload Image

How long did it take the tablet to get super hot?

- ☐ Within 30 minutes of use
- ☐ Within 60 minutes of use
- ☐ Within two hours of use
- ☐ Information not provided

Results Report

Name: literacy3 literacy3

Assessment: Emploment Readiness Assessment - Type B

Essential Skill: Reading

Date: Jan 17, 2017

These are the results of your reading skills assessment. They compare the reading skills you have now with what you may need to be successful in training and at work.

Overall Score

Your score	Level 1 (96)
-------------------	---------------------

The level is your score on a scale of 1 to 5. Level 1 is low and level 5 is very high. It varies, but most jobs require level 3 skills. The number in brackets (e.g. 276), is your raw score on a 0-500 point scale.

Don't worry if your results are not perfect. Almost everyone needs to brush up on their Essential Skills, even if they have experience on-the-job.



The good news is that it doesn't take long to improve your Essential Skills, especially when you know which ones to target. Your personalized learning plan provides short online resources. It focuses on the skills you need to build.

For a more detailed look at your test results, turn to the next page.








A Closer Look at Your Results

Below you will find many of the tasks that require reading skills for this job.

Beside each task, it indicates whether or not you likely have the skills to perform it successfully (e.g. do it without supervision), based on your test results.

Symbol	What it means
	You likely have the Essential Skills to perform this task.
	You may not yet have the Essential Skills to perform this task.

Reading

Ability to read short text entries on signs, labels and packaging, e.g. read short instructions on packaging to learn how to use a product. (Complexity: 1)	
Ability to read short text entries on reminders and notes, e.g. read a short note to learn when an assignment is due. (Complexity: 1)	
Ability to understand short written comments on drawings and forms such as invoices and bills of lading. (Complexity: 1)	
Ability to read and understand bulletins, e.g. read recall bulletins to learn how faulty products are to be serviced. (Complexity: 2)	
Ability to read and understand workplace safety information, e.g. read Material Safety Data Sheets (MSDS) to understand the chemical composition of products and possible hazards. (Complexity: 2)	
Ability to read handbooks and manuals, e.g. read manuals to learn how to operate and maintain equipment. (Complexity: 2)	
Ability to read sequenced instructions, e.g. read instructions to learn how to upload a new software program. (Complexity: 2)	

Learning Activities

Name: literacy3 literacy3

Assessment: Emploment Readiness Assessment - Type B

Essential Skill: Reading

Date: Jan 17, 2017

Your Essential Skills Learning Activities are based on the results of the assessment you took. It focuses on the skills you likely need to build, not the ones you already have.

It lists online resources that can help you build your Essential Skills. You don't have to do all of the activities, but it's a good idea to do a few before you take the Essential Skills assessment again.

Reading Resources

Level 1 - Low Complexity

Source: BBC - Skillswise

Learning Activity: Fact or opinion

Direct Link: <http://www.bbc.co.uk/skillswise/topic/fact-or-opinion>

Learning Activity: Skimming and scanning

Direct Link: <http://www.bbc.co.uk/skillswise/topic/skimming-and-scanning>

Learning Activity: Reading and understanding

Direct Link: <http://www.bbc.co.uk/skillswise/topic/reading-and-understanding>

Learning Activity: Dictionaries and indexes

Direct Link: <http://www.bbc.co.uk/skillswise/topic/dictionaries-and-indexes>

Source: Conestoga College

Learning Activity: Reading and Completing Forms

Direct Link: <http://en.supplychain.essentialskillsgroup.com/?p=curricula&id=2101&library>

Source: Ontario Skills Passport

Learning Activity: Cleaning Schedule

Direct Link:

http://www.skillszone.ca/cesl/search/assets/documents/documents/429_noc_6661_light_duty_cleaner_osp_checkup_tools.pdf

Learning Activity: Report of Injury

Direct Link: http://skillszone.ca/cesl/search/assets/documents/documents/300_noc_9613_report_of_injury_ospcheckuptools.pdf

Learning Activity: Product Update

Direct Link: http://www.skillszone.ca/cesl/search/assets/documents/documents/245_noc3414_product_update_ospcheckuptools.pdf

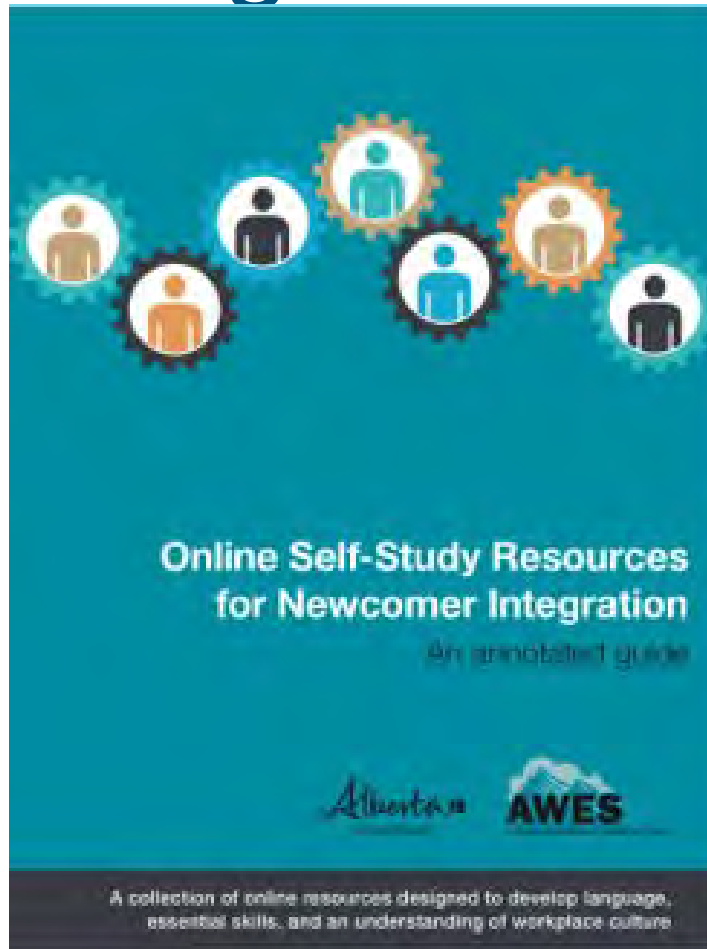
Learning Activity: Health and Safety Regulations

Essential skills and employability

How can you use an assessment like this with your clients?

Are there any problems that using an assessment like this might prevent?

Annotated guide



Workplace videos

Employers told us about some of the challenges they face that they don't know how to address.

What topics would you like to see in video format that you could refer clients to?

Newcomers and the Workplace videos

- The First Day at a New Job
- Asking Questions on Your First Week
- Taking the Initiative
- Completing Workplace Reports
- Make Sure you Understand Workplace Tasks
- You Have the Right to Refuse Unsafe Work
- Personal Protective Equipment at Work
- Workplace Hazards and the WHMIS System
- Completing Workplace Forms
- Aisha Gets the Information She Needs

Find all the videos on YouTube: Alberta Workforce Essential Skills
<https://www.youtube.com/channel/UCiVi7EQFHKBUbfn3EQ9kY-w>

Take the initiative



Evaluate

- “The ES profiles help me show clients what tasks they will have to do and what level of skills they need in a concrete way.”
- “It gave me language to use.”
- “It helped me uncover experience clients may not have been able to describe before. i.e. reading a schedule. Gives a context to describe what they do.”
- “Made me aware that we all have skills and I have some ES to improve if I want to move up in my job.”

National research initiative

- Five years
- Six provinces
- 900 EC serving all groups of Canadians (Indigenous, immigrant and Canadian born)
- 75 EC to pilot DU training
- In partnership with SRDC

Components

- Research
- Develop training based on the research
- Deliver training
- Mentor and support
- Evaluate

Where are we now?

Research:

- Environmental scan
- Interviews with stakeholders across the country
- National survey

Environmental Scan

Purpose

Helped to set the context for the project and identify the main players and intermediary organizations in Canada's career development and employment counselling sector

- ☐ Looked at all the relevant organizations by province and territory
- ☐ Reviewed relevant research that would help inform the development of this project both in terms of training and evaluation
- ☐ Looked at what we know about CDPs knowledge and application of ES knowledge and application in their practice to date

Environmental Scan

Guiding Questions

- Key Organizations
- Career Development Practitioners Knowledge and Practice
- Career Development Practitioners Training, Credentials and Qualifications
- Client Outcomes

Stakeholder Interviews

Questions

Knowledge and practice

Training, credentials, and qualifications

Essential skills specific

Other sources of data and information

Stakeholder Interviews

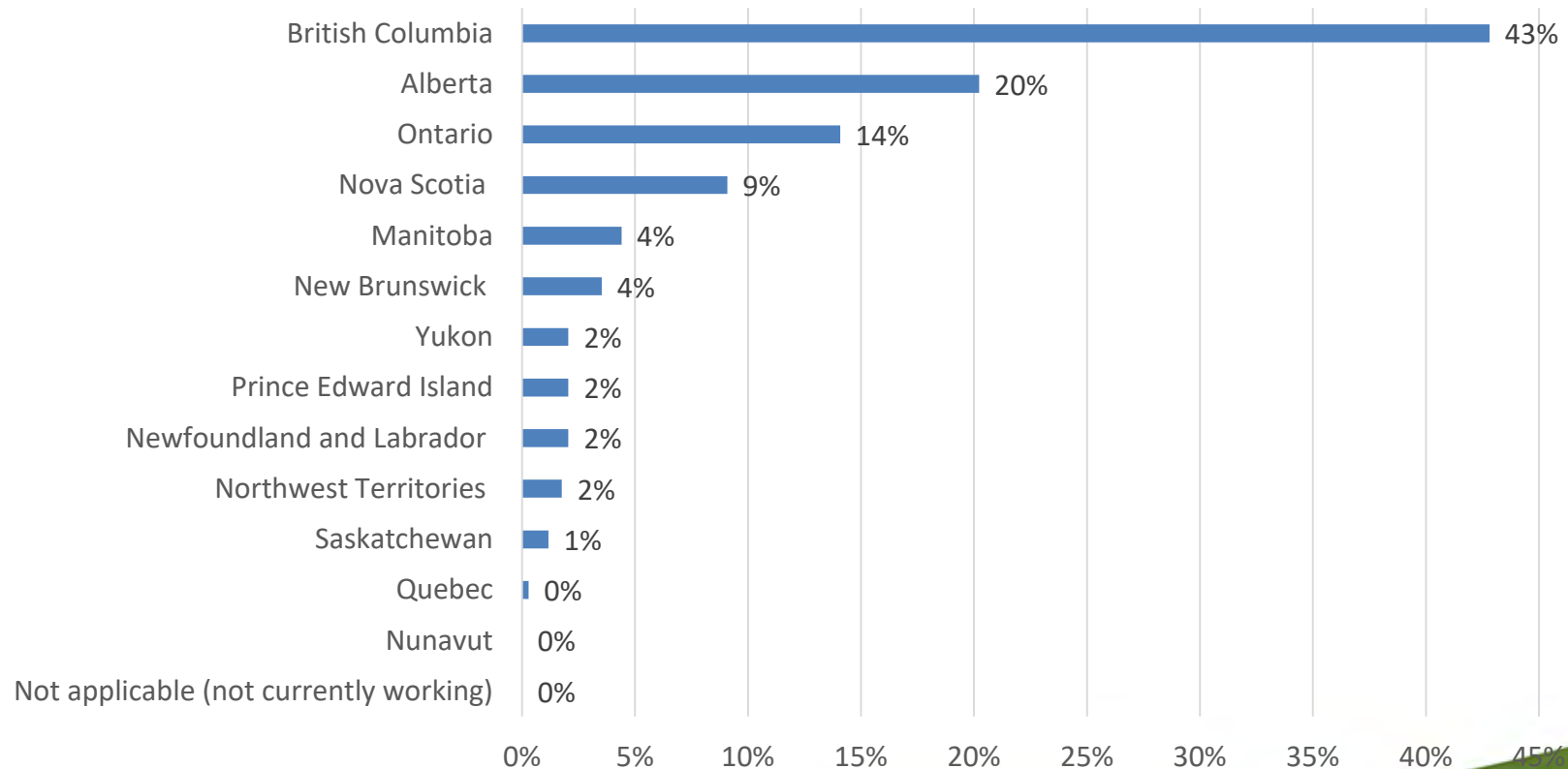
1. Stakeholder definitions = ESDC framework
2. Knowledge of Comparative Framework
3. ES not used widely
4. ES Assessment tools not widely known
5. No specific reporting requirements
6. Desire for effective ES strategies

National Survey

- Survey in the field over a four-week period from November 18 to December 16, 2019
- A total of 260 respondents completed the survey in full while an additional 100 respondents completed the survey in part
- Respondents most commonly heard about the survey via an email forwarded from a colleague or friend (43%)
- These are preliminary results

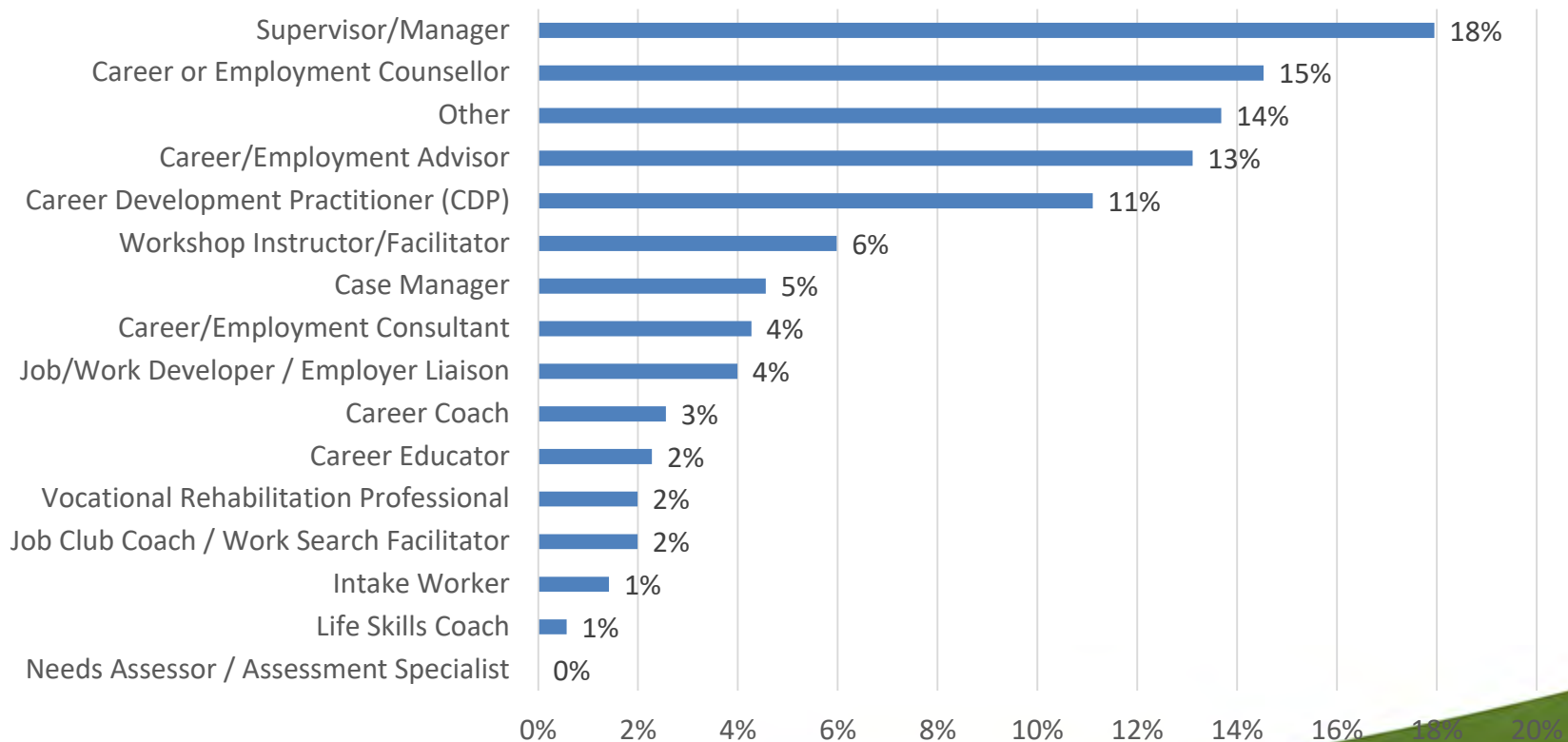
Province / territory of work

Q11. In which province or territory do you work? (check all that apply) (n=341)



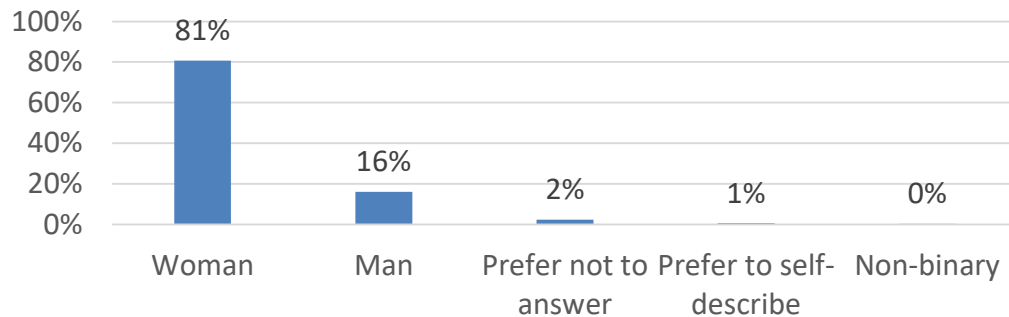
Job title

Q1. From the job titles below, which best fits your current position? (n=351)

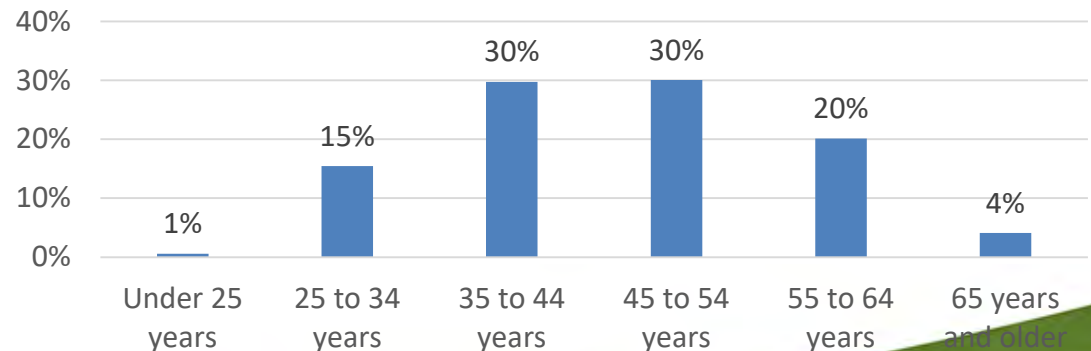


Gender identity and age

Q7. Please indicate your gender identity
(n=343)

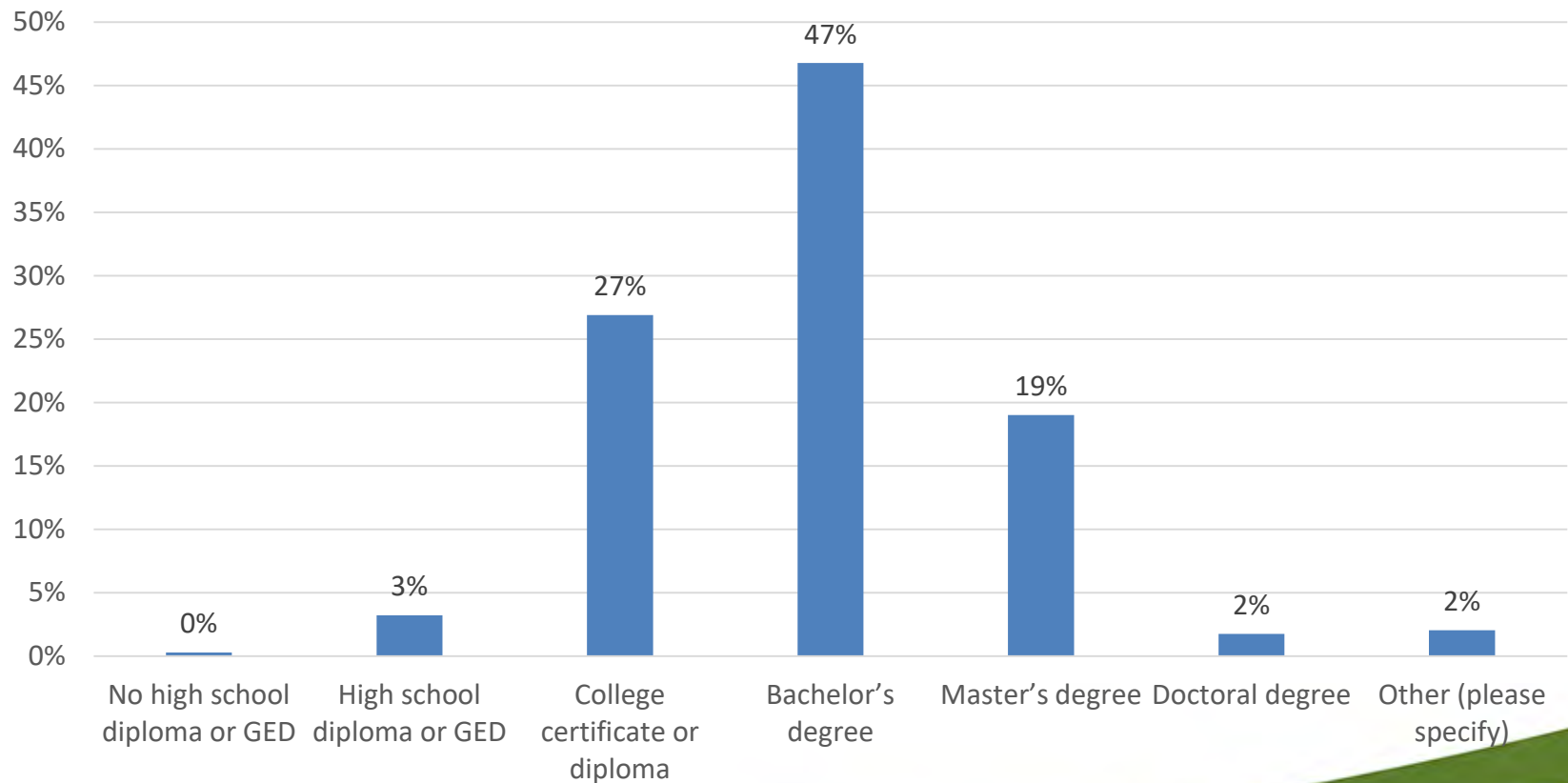


Q8. Please indicate your age (n=343)

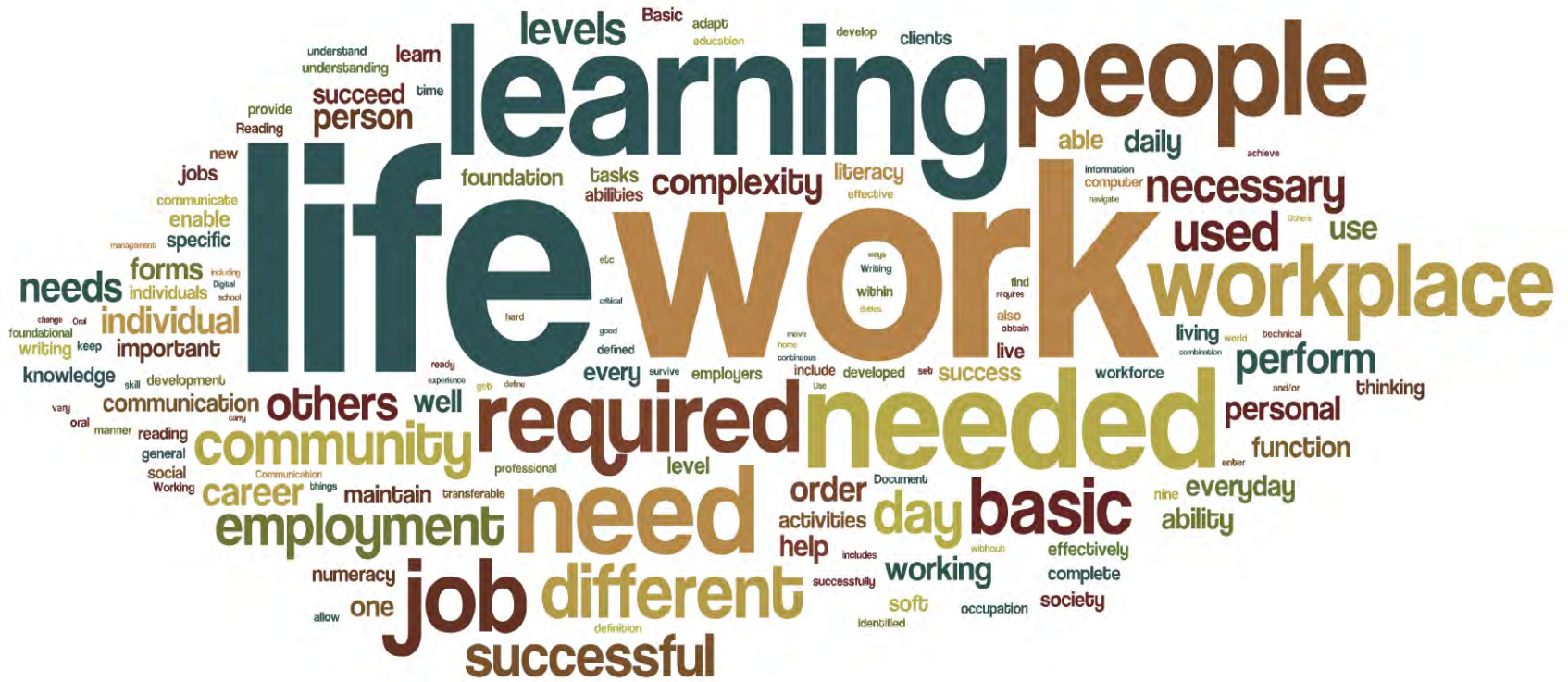


Highest level of education

Q9. Please indicate your highest level of education (n=342)



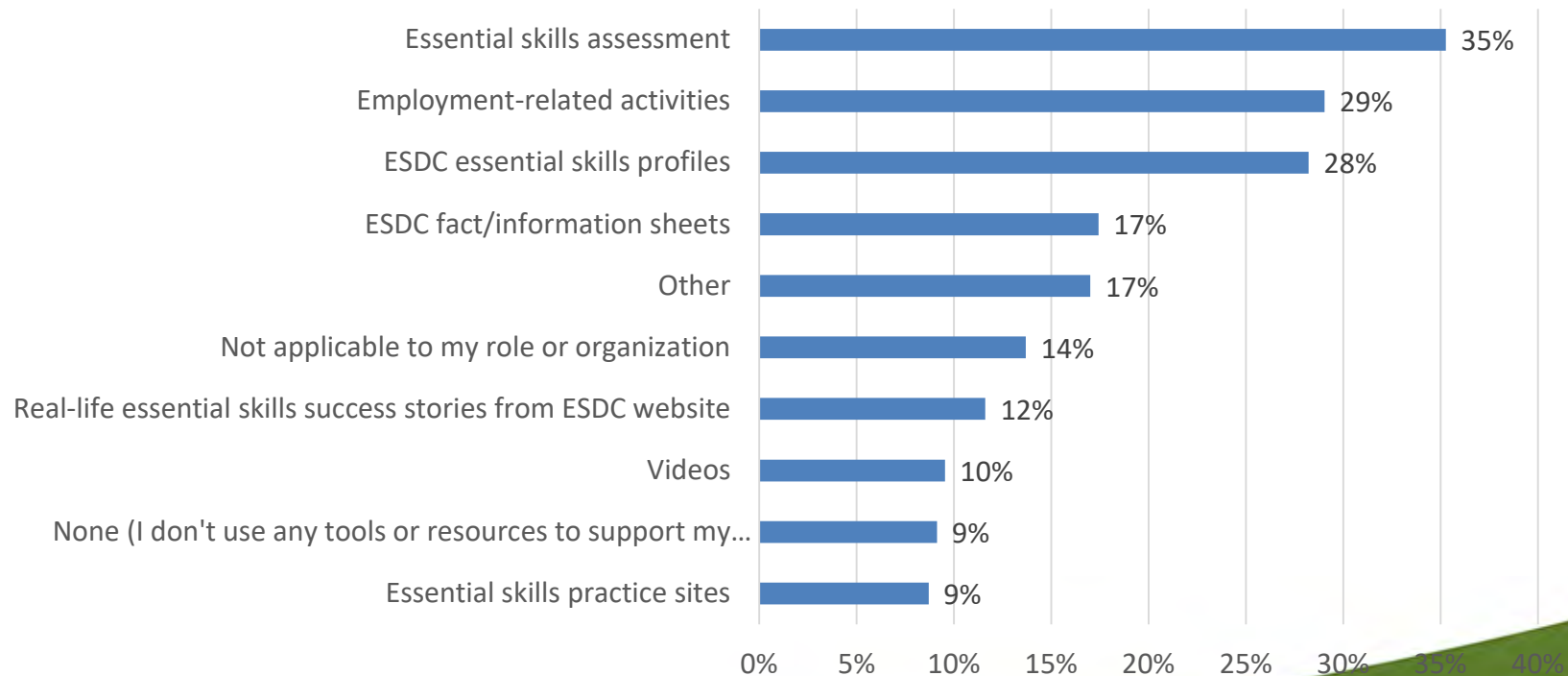
Respondents' definition of essential skills



[illegible]

Tools and resources currently used

Q23B. What tools and resources do you currently use to support your essential skills work with your clients? (check all that apply)
(n=241)



What's missing when looking for essential skills tools and resources to support clients*



* Asked to respondents who indicated they had (or were not sure if they had) looked for essential skills tools or resources

Next Steps

Recruitment

Training

Supported community of practice

Applied document use workshops

Handouts

Resources

Recruitment call

Questions and comments



Thank you





For more information

Cindy@awes.ca

Alberta Workforce Essential Skills

Skilled people. Safe teams. Profitable workplaces.

www.awes.ca