

Steps to Success

Presented by Jennifer Ellis

GATEWAY

CENTRE FOR LEARNING

READING - WRITING - MATH - COMPUTERS - FOR ADULTS



SUCCESS

Employment Readiness

Workplace Certifications

Soft Skills Solutions ©

Computer Essentials

Who and How??

Learner Recruitment

- Ontario Works
- Employment Resource Centre
- WSIB
- County of Simcoe – Getting Ahead & Circles
- Georgian College
- SMDSB - LES
- General Public*

Funders

- MTCU Literacy Basic Skills
- Ontario Works
- WSIB
- United Way
- Huronia Community Foundation
- Bingo/Nevada Proceeds
- Fee for Service

Computer Essentials

This workshop is designed for the computer novice seeking employment:

- Essential Skills for the 21st Century – Introduction to Computers
- Using a USB Drive (and the Cloud)
- Navigating the Internet
- Using Email Effectively
- Introduction to Microsoft Office
- Introduction to Microsoft Word
- Using Skills to Find Employment

Community Partners: None, but a lot of referrals 😊

Timeline: 1-4 Weeks

Cost: FREE

Computer Essentials

Resources:

- Desktops / Laptops
- High Speed Internet Connection
- Printing capabilities
- Windows 10
- Microsoft Office Suite
- In-house curriculum
- Microsoft Office Suite
- USB Drives
- Gmail and Google Drive accounts

Computer Essentials

Competency, Task Group and Milestones:

- Use Digital Technology
 - D.1. Perform simple digital tasks according to a set procedure
 - #54 Log into a user account on a computer
 - D.2. Perform well-defined, multi-step digital tasks
 - #55 Conduct an Internet Search
- Communicate Ideas and Information
 - B.2 Write Continuous Text
 - #18 Write brief texts to express thanks to an employer and to make a request

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Skills Employers Want

Developed by the Simcoe Muskoka Workforce Development Board

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

https://docs.wixstatic.com/ugd/503c95_5ae1c7b3942d40cb9a63f23007e69020.pdf

Community Partners: Guest Speakers

Resources: provided by SMWDB after SSS Instructor Training (\$)

- Printing / photocopying, etc.

Timeline: 2- 4 Weeks

Cost: Instructor Training

Soft Skills Solutions ©

Competency, Task Group and Milestones:

- Find and Use Information
 - A3 Extract Information from films, broadcasts and presentations
 - #14 Watch and/or listen to a film, broadcast or presentation to extract information
- Communicate Ideas and Information
 - B1.2 Interact with Others
 - #16 Carry on a brief exchange to share and support your opinion

Workplace Certifications

Occupational curriculum specific to the hospitality and retail industries, including certifications in:

- Emergency First Aid/CPR/AED
- Smart Serve
- Safe Food Handler
- WHMIS
- Health and Safety Awareness & Workplace Violence and Harassment
- Providing Excellent Customer Service & AODA

- Workplace Math
- Business Communications and Forms
- Tools of the Trade

Timeline: 4 Weeks

Cost: FEE's

Workplace Certifications

Emergency First Aid/CPR/AED

Community Partner: First for Safety

Resources; provided by vendor

Cost: \$110.00/participant for 1 day of training and certification

Competency, Task Group and Milestone:

- We don't administer, but I suppose you could

Workplace Certifications

Smart Serve

- Module 1, Alcohol and the Law
 - Module 2, Effects of Alcohol
 - Module 3, Maintaining a Safe and Enjoyable Atmosphere
- Certification requires 80% score (2 attempts allowed)

Community Partners: Guest speakers

Resources:

- Manual (printing)
- Laptop/desktop with internet, camera, headphones
- Photo ID

Cost: Proctored online exam \$39.95

Note: Delivery Method is changing

Workplace Certifications

Competency, Task Group and Milestones:

- Find and Use Information
 - A1.2 Read texts to locate and connect ideas and information
 - #3 Read a detailed information sheet to identify course details. Read an email to identify requests.

- Find and Use Information
 - A2.2 Interpret simple documents to locate and connect information
 - #11 Refer to a table of contents and catalogue to extract and connect detailed information.

- Find and Use Information
 - A3 Extract information from films, broadcasts and presentations
 - #14 Watch and/or listen to a film, broadcast or presentation to extract information

Workplace Certifications

Safe Food Handler

Community Partners:

- Simcoe Muskoka District Health Unit
- Guest Speaker: local chef, dietary worker

Resources:

- Online training: <https://www.foodsafetytraining.ca/>
- Food Handler Course Practice Quiz: <https://www.proprofs.com/quiz-school/story.php?title=ntc1mzi3>
- ServSafe Food Handler Practice Test: <https://uniontestprep.com/servsafe/practice-test/servsafe-food-handler/pages/1>
- PowerPoint presentation

Cost: \$20/participant

Workplace Certifications

Competency, Task Group and Milestones:

- Find and Use Information
 - A1.1 Read brief texts to locate specific details
 - #1 Read a classified ad to extract details such as a company's services. Read an email message to identify the sender, recipient and purpose.
 - A1.2 Read texts to locate and connect ideas and information
 - #3 Read a detailed information sheet to identify course details. Read an email to identify requests.
 - A2.2 Interpret simple documents to locate and connect information
 - #11 Refer to a table of contents and catalogue to extract and connect detailed information.
 - A3 Extract information from films, broadcasts and presentations
 - #14 Watch and/or listen to a film, broadcast or presentation to extract information

Workplace Certifications

WHMIS – Workplace Hazardous Materials Information System

Community Partners: None

Resources:

- OALCF Task - Consumer Product Symbols:
<http://taskbasedactivitiesforlbs.ca/content/consumer-product-symbols>
- OALCF Task – Danger Symbol Picture Match:
<http://taskbasedactivitiesforlbs.ca/content/danger-symbol-picture-match>
- YouTube WHMIS 2015 video: <https://www.youtube.com/watch?v=-m2lpqMpR34&index=1&list=PLvIQChuYYpF3wbedfHOgX6Jyba6LbPQh6>
- Aixsafety.com online free training, free test, free certification:
<http://aixsafety.com/free-whmis-2015-training-and-free-test-and-certification/>

Workplace Certifications

Competency, Task Group and Milestones:

Find and Use Information

- A1.1 Read brief texts to locate specific details
 - #1 Read a classified ad to extract details such as a company's services. Read an email message to identify sender, recipient and purpose.
- A1.2 Read texts to locate and connect ideas and information
 - #3 Read a detailed information sheet to obtain company and product information.
- A2.1 Interpret very simple documents to locate specific details
 - #8 Locate product uses and instructions, and interpret symbols on a product label
- A2.2 Interpret simple documents to locate and connect information
 - #11 Refer to a table of contents and catalogue to extract and connect detailed information
- A3 Extract info from films, broadcasts and presentations
 - #14 Watch and/or listen to a film, broadcast or presentation to extract information.

Workplace Certifications

Health and Safety Awareness / Workplace Violence and Harassment

Community Partners: None

Resources:

- Ministry of Labour: https://www.ontario.ca/page/ministry-labour?_ga=2.260860109.1926780152.1559844260-982023006.1534341320
- Preventing Workplace Violence and Harassment video: <https://www.youtube.com/watch?v=n3NAPsYvU7s>
- Workplace Respect Training: Conflict Stress Violence, Bullying and Harassment Health and Safety video: <https://www.youtube.com/watch?v=y4YJCuiPy-U>
- Workplace Violence and Harassment Prevention Training: <https://www.youtube.com/watch?v=y4YJCuiPy-U>

Workplace Certifications

Competency, Task Group and Milestones:

Find and Use Information

- A1.1 Read brief texts to locate specific details
 - #1 Read a classified ad to extract details such as a company's services. Read an email message to identify sender, recipient and purpose.
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Workplace Certifications

Providing Excellent Customer Service and Accessibility for Ontarians with Disabilities (AODA)

Community Partners: None

Resources:

- GCFLearnfree:
 - How to de-escalate an argument at work:
<https://edu.gcfglobal.org/en/business-communication/how-to-deescalate-an-argument-at-work/1/>
 - The Power of Body Language:
<https://edu.gcfglobal.org/en/business-communication/the-power-of-body-language/1/>

Workplace Certifications

Providing Excellent Customer Service

Resources:

- Paving the Way to Lasting Employment:
<https://klandskillsca.files.wordpress.com/2016/02/pavingtheway.pdf>
- Empathy: <https://www.youtube.com/watch?v=Z-8eA4DTxcs>
- Making the Experience Easier for the Customer:
<https://www.youtube.com/watch?v=7T4yHpzXcyw>
- What is Customer Service? The 7 Essentials to Excellent Customer Service: https://www.youtube.com/watch?v=tn0veQ7_stl
- Fawlty Towers clips:
 - <https://www.youtube.com/watch?v=ubYfUZbvR5k>
 - https://www.youtube.com/watch?v=l_lzk_bPilc

Access Forward: <https://www.accessforward.ca/front/customerService/>

And ...

Workplace Math

- Payroll
- Filling in a pay stub
- Calculate gross earnings/calculate OT gross earnings
- Statement of earnings and Deductions
- Pricing a meal from a menu
- Calculate order amounts
- OALCF task - Calculate the number of cars for a sporting event
- Calculating a restaurant gills
- Workwrite schedule health care supplies
- Word problem #1 Tools of the Trade page 14
- Word problem #2 Tools of the Trade page 16
- Use calculator on phone/computer or actual calculator

Adding/Subtracting/Multiplying/Dividing

Potential Milestones: Understand and Use Numbers – Manage Money,
Mange Time

And ...

Tools of the Trade

- How to use a POS touch screen terminal OALCF task:
<http://taskbasedactivitiesforlbs.ca/content/how-use-pos-point-service-touch-screen-terminal>
- YouTube POS video: <https://www.youtube.com/watch?v=9qI0p0NE7ns>
- Printer/Scanner/Email Attachments: certificates earned
- Calculate time travel from departure to arrive, OALCF task:
http://taskbasedactivitiesforlbs.ca/english?search_api_views_fulltext=departure+time*&sort_bef_combine=title+ASC&items_per_page=10
- 12 and 24 hour clock conversion:
<http://taskbasedactivitiesforlbs.ca/content/12-and-24-hour-clock-conversion>
- Scanner / photocopier/ email: certificates earned
- MS Word editing / saving / renaming: resumes and cover letter updates

And ...

Business Communications and Forms

- Workwrite Workplace Communications Book 4 (by competency and level):
 - Dolman Stee Plant Notice doc 4.05
 - Bereavement Memo doc 4.19
 - Dept. Store Memo doc 4.49
 - Hotel Reservation Memo doc 4.47
 - Warehouse Memo 4.06
 - Employee Meeting Memo doc 4.07
- Workwrite Organizing Information, Schedules, Information Forms Volume 1, books 1,2 and 3: Shift Schedule doc 2.1

OALCF tasks:

- Complete an Incident Report at Work
http://taskbasedactivitiesforlbs.ca/english?search_api_views_fulltext=incident+report&sort_bef_combine=title+ASC&items_per_page=10
- Completing an Accident Report
http://taskbasedactivitiesforlbs.ca/english?search_api_views_fulltext=accident*&sort_bef_combine=title+ASC&items_per_page=10
- Formal Letter of Complaint
<http://taskbasedactivitiesforlbs.ca/content/writing-business-letter-complaint>

Employment Readiness

Resumes and Cover Letters

- GCFLearnFree Resume Writing:
<https://edu.gcfglobal.org/en/resumewriting/>
- GCFLearnFree Cover Letters: <https://edu.gcfglobal.org/en/coverletters>
- Top Notch Resume (Linda Raynier):
<https://www.youtube.com/watch?v=jCNxlni3DhQ>
- Resume Hacks, How to make a resume stand out (Linda Raynier):
<https://www.youtube.com/watch?v=bueXJC5Myow>
- Employment Services Job Coach - onsite

Interviewing Techniques

- GCFLearnFree Interviewing Skills:
<https://edu.gcfglobal.org/en/interviewingskills/>
- OALCF Task: Body Language During a Job Interview
- Role Play
- Interview Checklist (GCFLearnFree)
- Local HR Director - onsite

Timeline: 1-2 Weeks

Cost: None

Results

Outcomes

- Employment
- Further training and education
- Registered in MTCU LBS Program
- Volunteerism
- Further Online Training
- Able to use Employment Services
- Certifications
- Increased Self-Esteem
- Referrals and Referrals

Challenges

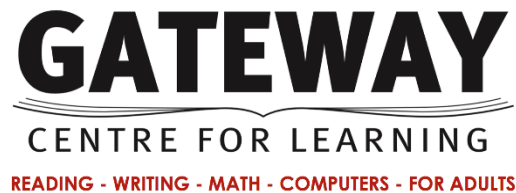
- Keeping material and resources current (i.e. Windows 10, Microsoft Office 2016, videos, presentations, handouts, links, current newspaper articles, etc.)
- Various platforms as more and more offered online
- SMDHU status
- Online proctoring – various platforms

Mix it Up

Any one of the modules/workshops can stand alone or be combined with any one or more of the other modules/workshops.

Questions???

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