

OSLT

Occupation-specific Language Training

Backgrounder

Occupation-specific Language Training (OSLT) is offered at no cost for newcomers to Ontario. Participants must be permanent residents or protected persons who live in Ontario and who have:

- training or experience in a specific occupation or sector, but need to improve their occupation-specific communication skills.
- language proficiency of at least level 5 in Canadian Language Benchmarks (CLB), or Niveaux de compétence linguistique canadiens (NCLC) for courses taught in French (for skilled trades at least level 4 in CLB/NCLC).

Participants will develop the language and communication skills needed to:

- understand workplace culture in their occupation and sector.
- interact effectively with their colleagues, clients and supervisors.
- give and receive information by email and telephone.
- interview and network effectively.



For more information, please visit us at www.co-oslt.org

Practical, Flexible and Accessible Learning

OSLT is offered part-time or full-time by Ontario colleges. It is available in a variety of delivery formats and includes the following employment sectors and occupations.

Sector	Occupations
Business	<ul style="list-style-type: none">• Accounting and Finance Personnel• Entrepreneurs and Sales & Marketing Personnel• Hospitality Workers*• Managers in Business and Technology• Project Managers
Health Sciences	<ul style="list-style-type: none">• Dental Hygienist• Medical Laboratory Technologist• Medical Radiation Technologist• Nurse• Personal Support Worker• Sleep Technologist
Interprofessional Health Care Communication	<ul style="list-style-type: none">• Dietitian• Nurse• Occupational Therapist• Physiotherapist• Social Worker
Human Services	<ul style="list-style-type: none">• Child and Youth Care Practitioner• Early Childhood Educator• Policing Occupations*• Security Occupations*
Construction Trades	<ul style="list-style-type: none">• Bricklayer• Carpenter• Electrician• Plumber• Steamfitter
Automotive Trades	<ul style="list-style-type: none">• Automotive Service Technician*• Heavy Duty Equipment Technician*• Truck and Coach Technician*
Technology	<ul style="list-style-type: none">• Architectural Technologist and Technician• Engineering Technologist and Technician• IT Personnel

*Not currently offered.

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FLAP Formation linguistique axée sur les professions



Occupation-specific Language Training

Features innovative curriculum designed by content and language experts

- Language experts worked with occupational content experts to develop the workplace-oriented OS LT curriculum for priority occupations and industry sectors.
- The OS LT curriculum uses a common framework to address sector, occupation and socio-cultural communication skills in a consistent way.

Builds a practical understanding of workplace culture

- Participants develop a strong understanding of typical workplace communication and socio-cultural dimensions within their sector and occupation in Ontario.
- Participants learn to interact effectively and communicate clearly with clients, colleagues and supervisors within their workplace culture.

Provides supports to help newcomers connect to the local labour market

- College partnerships with local employers and industry associations help participants connect with the local labour market through job fairs and networking events.
- Colleges offer career-planning assistance, and provide participants with referrals and connections to employment-related resources at the college and in the community.

Delivered in a variety of formats at Ontario colleges

- Full-time and part-time classroom-based Workplace Communications Skills courses using the OS LT Curriculum are offered by Ontario colleges.
- Courses are delivered in a classroom-based format that is web-enhanced, a blended format that combines classroom and online elements, and exclusively online. Classroom-based and blended courses are 40, 140 or 180 hours, while online courses and modules are 40 hours.
- Multi-site delivery to participants in different geographic areas using internet-based technology is available for some OS LT courses.
- All courses are delivered by qualified college language instructors.
- Most courses are offered in English (OS LT); some are also offered in French as FLAP (la formation linguistique axée sur les professions).
- A network of college coordinators can help participants find the right OS LT course for them.

Positions newcomers for success and supports Ontario's economy

- OS LT meets the career communication needs of newcomers and positions them for employment or further education in their field.
- OS LT provides links to the local labour market to help newcomers find and maintain work commensurate with their skills and experience in their occupation.
- OS LT meets Ontario's skilled labour needs by helping newcomers integrate into the workforce.

Ontario's 24 colleges support the lifelong learning and training needs of community members at over 100 campuses across the province. Colleges are a visible first point of entry for newcomers looking for information on pathways to employment, credentials and skills assessment, language training, upgrading of skills and knowledge, and post-secondary education and training.

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	Contact and Location	Business	Health Sciences	ECE/Child and Youth Care Practitioner	Construction Trades	Technology
Algonquin	Ottawa 613-727-4723 x 5700 cariotj@algonquincollege.com	●	●			
Boréal	Hamilton 905-544-9824 x 7308 lorraine.hamilton@collegeboreal.ca Toronto 416-289-5130 x 5110 oslt_toronto@collegeboreal.ca Windsor 519-948-6019 x 7617 oslt_windsor@collegeboreal.ca	●		● *		
Centennial	Toronto 416-289-5000 x 7405 oslt@centennialcollege.ca	●	●			
Conestoga	Kitchener-Waterloo 519-886-3300 oslt@conestogac.on.ca	●	●			●
Fanshawe	London 519-452-4430 x 6501 oslt@fanshawec.ca	●	●			
George Brown	Toronto 416-415-5000 x 6980 oslt@georgebrown.ca	●	●			
Georgian	Barrie 705-728-1968 x 5329 oslt@georgiancollege.ca	●				
Humber	Toronto 416-675-6622 x 2987 oslt@humber.ca	●				●
La Cité	Ottawa 613-742-2475 or 1-800-267-2483 x 2475 lca@lacitec.on.ca			● *	● *	
Mohawk	Hamilton 905-575-1212 x 3419 mary-anne.peters@mohawkcollege.ca	●	●			●
Niagara	905-641-2252 x 4188 oslt@niagaracollege.ca	●				●
Seneca	Toronto 416-491-5050 x 22586 oslt@senecacollege.ca	●				●
Sheridan	Brampton, Mississauga, Oakville 905-459-7533 x 8101 905-845-9430 x 8101 oslt@sheridancollege.ca	●	●			●

*Courses delivered in French.

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Workplace Communication Skills for Accounting and Finance

Workplace Communication Skills for Accounting and Finance equips graduates to apply their workplace communication training as accounting or finance personnel in a variety of business settings and industries. Practical communication activities such as dialogue practice, role-plays and simulations teach participants how to

- clearly and effectively interact with clients, financial officers and government officials.
- accurately collect and document business and industry information.
- confidently communicate in meetings, over the telephone and by email.
- improve interviewing, networking and career-building communication skills.

Workplace Communication Skills for Accounting and Finance is one of five Workplace Communications Skills for Business courses. The course offers occupation-specific language training that teaches participants how to better communicate on the job in accounting and finance occupations, and to understand the socio-cultural dimensions of business workplaces in Ontario.

This course is for newcomers who

- have training or experience in accounting or finance.
- have language proficiency of at least level 5 in Canadian Language Benchmarks (CLB).
- are permanent residents or protected persons who live in Ontario.

Participants may be working in, or want to re-enter, an occupation related to their training and experience in accounting or finance, or they may want to undertake a program of study to bridge to employment in accounting or finance.

The in-depth language curriculum focuses on understanding workplace culture and developing the communication skills needed to succeed in accounting or finance occupations in Ontario. An overview of the accounting and finance sector in Ontario is integrated with information specific to the local labour market. Colleges provide a range of supports and resources to help participants connect with local employers and industry representatives.

Occupation tool kits and language learning activities are tailored for participants from accounting and finance backgrounds. An activity that focuses, for example, on the language skills needed when interacting with clients is set within a broad communication framework for client service in the business sector, and addresses specific types of communication that accounting and finance personnel may use when serving clients.

Classroom-based instruction is supplemented by guest speakers from local industries and business organizations. Colleges provide access to career-planning assistance, networking opportunities, and referrals and connections to employment-related resources at the college and in the community.

Workplace Communications Skills for Accounting and Finance courses are 180 hours and are delivered in a classroom-based format that is web-enhanced and a blended format that combines classroom and online elements.

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Workplace Communication Skills for Entrepreneurship and Sales & Marketing

Workplace Communication Skills for Entrepreneurship and Sales & Marketing equips graduates to apply their workplace communication training in a variety of business settings and industries, either as entrepreneurs or sales and marketing personnel. Practical communication activities such as dialogue practice, role-plays and simulations teach participants how to

- clearly and effectively interact with customers, suppliers, colleagues, financial officers and government officials.
- accurately collect and document business and industry information.
- confidently communicate in meetings, over the telephone and by email.
- improve interviewing, networking and career-building communication skills.

Workplace Communication Skills for Entrepreneurship and Sales & Marketing is one of five Workplace Communications Skills for Business courses. The course offers occupation-specific language training that teaches participants how to better communicate on the job, and to understand the socio-cultural dimensions of business workplaces.

This course is for newcomers who

- have training or experience in running a business, or in sales and marketing.
- have language proficiency of at least level 5 in Canadian Language Benchmarks (CLB), or Niveaux de compétence linguistique canadiens (NCLC) for courses taught in French.
- are permanent residents or protected persons who live in Ontario.

Participants may be working in, or want to re-enter, an occupation related to their training and experience in business, sales or marketing, or they may want to undertake a program of study to bridge to employment in sales and marketing.

The in-depth language curriculum focuses on workplace culture and the communication skills needed to succeed as an entrepreneur or in sales and marketing in Ontario. An overview of the business sector in Ontario is integrated with information specific to the local labour market. Colleges provide a range of supports and resources to help participants connect with local employers, industry representatives and business organizations.

Language learning activities are tailored for participants from different business backgrounds. An activity that focuses on the language skills needed when serving clients, for example, is set within a broad communication framework for client service in the business sector, and addresses specific types of communication used by entrepreneurs and sales and marketing personnel when dealing with clients.

Classroom-based instruction is supplemented by guest speakers from local industries and business organizations. Colleges provide access to career-planning assistance, networking opportunities, and referrals and connections to resources at the college and in the community.

Workplace Communications Skills for Entrepreneurship and Sales & Marketing courses are 180 hours and are delivered in a classroom-based format that is web-enhanced and a blended format that combines classroom and online elements. As well, some courses are available to participants in different geographic areas through multi-site delivery using Internet-based technology.

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Workplace Communication Skills for Hospitality

Workplace Communication Skills for Hospitality equips graduates to apply their workplace communication training in a variety of hospitality settings. Practical communication activities such as dialogue practice, role-plays and simulations teach participants how to

- clearly and effectively interact with customers, suppliers and government officials.
- accurately collect and document business and industry information.
- confidently communicate in meetings, over the telephone and by email.
- improve interviewing, networking and career-building communication skills.

Workplace Communication Skills for Hospitality is one of five Workplace Communications Skills for Business courses. The course offers occupation-specific language training that teaches participants how to better communicate on the job in hospitality occupations, and to understand the socio-cultural dimensions of hospitality workplaces in Ontario.

This course is for newcomers who

- have training or experience in hospitality.
- have language proficiency of at least level 5 in Canadian Language Benchmarks (CLB).
- are permanent residents or protected persons who live in Ontario.

Participants may be working in, or want to re-enter, an occupation related to their training and experience in hospitality, or they may want to undertake a program of study to bridge to employment in hospitality.

The in-depth language curriculum focuses on workplace culture and the communication skills needed to succeed in hospitality occupations in Ontario. An overview of the hospitality sector in Ontario is integrated with information specific to the local labour market. Colleges provide a range of supports and resources to help participants connect with local employers and industry representatives.

Language learning activities are tailored for participants from different hospitality backgrounds. An activity that focuses on the language skills needed when providing customer service, for example, is set within a broad communication framework for customer service in the hospitality sector, and addresses specific types of communication used by hospitality workers when serving customers.

Classroom-based instruction is supplemented by guest speakers from local industries and business organizations. Colleges provide access to career-planning assistance, networking opportunities, and referrals and connections to employment-related resources at the college and in the community.

Workplace Communication Skills for Hospitality courses are 180 hours and are delivered in a classroom-based format.

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Workplace Communication Skills for Professional Managers

Workplace Communication Skills for Professional Managers equips graduates to apply their workplace communication training in a variety of business and technology management environments.

Practical communication activities such as dialogue practice, role-plays and simulations teach participants how to

- clearly and effectively interact with staff, colleagues and upper levels of management.
- confidently communicate in meetings, over the telephone and by email.
- improve networking and career-building communication skills.

Workplace Communication Skills for Professional Managers is one of five Workplace Communications Skills for Business courses. The course offers occupation-specific language training that teaches participants how to better communicate as a professional manager in a business and/or technology setting, and to understand the socio-cultural dimensions of management in Ontario.

This course is for newcomers who

- have training or experience as a manager in business or technology environments.
- language proficiency of at least level 6 in Canadian Language Benchmarks (CLB).
- are permanent residents or protected persons who live in Ontario.

The in-depth language curriculum focuses on workplace culture and the communication skills needed to succeed as a manager in a business or technology setting in Ontario. An overview of management in Ontario is integrated with information specific to the local labour market. Colleges provide a range of supports and resources to help participants connect with local employers and industry representatives.

Language learning activities are tailored for participants with management experience in business or technology. Classroom-based instruction is supplemented by guest speakers from local industries and businesses. Colleges provide access to career-planning assistance, networking opportunities, and referrals and connections to employment-related resources at the college and in the community.

Workplace Communication Skills for Professional Managers courses are 140 hours and are delivered in a blended format that combines classroom and online elements.

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Workplace Communication Skills for Project Management

Workplace Communication Skills for Project Management equips graduates to apply their workplace communication training in a variety of business settings and industries. Practical communication activities such as dialogue practice, role-plays and simulations teach participants how to

- clearly and effectively interact with clients, project team members, suppliers, financial officers and government officials.
- accurately collect and document business and industry information.
- confidently communicate in meetings, over the telephone and by email.
- improve interviewing, networking and career-building communication skills.

Workplace Communication Skills for Project Management is one of five Workplace Communications Skills for Business courses. The course offers occupation-specific language training that teaches participants how to better communicate as a project manager, and to understand the socio-cultural dimensions of business workplaces in Ontario.

This course is for newcomers who

- have training or experience in project management.
- language proficiency of at least level 5 in Canadian Language Benchmarks (CLB).
- are permanent residents or protected persons who live in Ontario.

Participants may be working in, or want to re-enter, project management, or they may want to undertake a program of study to bridge to employment as a project manager.

The in-depth language curriculum focuses on workplace culture and the communication skills needed to succeed in project management in Ontario. An overview of the business sector in Ontario is integrated with information specific to the local labour market. Colleges provide a range of supports and resources to help participants connect with local employers and industry representatives.

Language learning activities are tailored for participants from project management backgrounds. Classroom-based instruction is supplemented by guest speakers from local industries and business organizations. Colleges provide access to career-planning assistance, networking opportunities, and referrals and connections to employment-related resources at the college and in the community.

Workplace Communication Skills for Project Management courses are 180 hours and are delivered in a blended format that combines classroom and online elements.

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Workplace Communication Skills for Health Care

Workplace Communication Skills for Health Care equips graduates to apply their workplace communication training in a variety of health care settings: clinics, community agencies, hospitals, medical offices, nursing homes and residences. Practical communication activities such as dialogue practice, role-plays and simulation teach participants how to

- clearly and effectively interact with clients, supervisors and members of health care teams.
- accurately collect, record and present client data.
- confidently communicate over the telephone and by email.
- use client-centered language to enhance therapeutic communication.
- improve interviewing, networking and career-building communication skills.

Workplace Communication Skills for Health Care offers occupation-specific language training that teaches participants how to better communicate on the job in specific health occupations, and to understand the socio-cultural dimensions of these workplaces in Ontario.

This course is for newcomers who

- have training or experience in one of the following: dental hygiene, medical laboratory technology, medical radiation technology, nursing, personal support work or sleep technology.
- have language proficiency of at least level 5 in Canadian Language Benchmarks (CLB), or Niveaux de compétence linguistique canadiens (NCLC) for courses taught in French.
- are permanent residents or protected persons who live in Ontario.

Participants may be working in, or want to re-enter, an occupation related to their training and experience, or they may want to undertake a program of study to bridge to employment in health care.

The in-depth language curriculum focuses on health care workplaces in Ontario, relevant provincial workplace legislation, regulated and unregulated health care occupations, labour market trends, workplace culture and the communication skills needed to succeed in health care occupations in Ontario. An overview of the health care sector in Ontario is integrated with information specific to the local labour market. Colleges provide a range of supports and resources to help participants connect with local employers and health care industry representatives.

Occupation tool kits and language learning activities are tailored for participants from different health care backgrounds. An activity that focuses on the language skills needed when providing care, for example, is set within a broad communication framework for care-giving, and addresses specific types of communication used by dental hygienists, medical laboratory technologists, medical radiation technologists, nurses, personal support workers and sleep technologists when providing care for clients.

Classroom-based instruction is supplemented by guest speakers from local employers and health care organizations. Colleges provide access to career-planning assistance, networking opportunities, and referrals and connections to employment-related resources at the college and in the community.

Workplace Communication Skills for Health Care courses are 180 hours and are delivered in a classroom-based format that is web-enhanced and a blended format that combines classroom and online elements.

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Occupation-specific Language Training



Workplace Communication Skills for Interprofessional Health Care Teams equips graduates to apply their workplace communication training in a variety of health care settings such as clinics, community agencies and hospitals. Practical communication activities such as dialogue practice, role-plays and simulation teach participants how to

- clearly and effectively describe one’s occupation to another professional.
- accurately provide and collect information on a client’s care.
- clearly write a progress note.
- confidently seek and provide assistance to team members.
- effectively manage challenging team interactions.

Workplace Communication Skills for Interprofessional Health Care Teams offers occupation-specific language training that teaches participants how to better communicate on interprofessional health care teams, and to understand the socio-cultural dimensions of health care workplaces in Ontario.

This course is for newcomers who

- have training or experience as a dietitian, nurse, occupational therapist, physiotherapist or social worker.
- have language proficiency of at least level 6 in Canadian Language Benchmarks (CLB).
- are permanent residents or protected persons who live in Ontario.

Participants may be working in, or want to re-enter, an occupation related to their training and experience, or they may want to undertake a program of study to bridge to employment in health care.

The in-depth language curriculum focuses on health care workplaces in Ontario, relevant provincial workplace legislation, labour market trends, workplace culture and the communication skills needed to succeed in interprofessional health care environments in Ontario. An overview of the health care sector in Ontario is integrated with information specific to the local labour market. Colleges provide a range of supports and resources to help participants connect with local employers and health care industry representatives.

Language learning activities are focused on the interprofessional communication among health care professionals on a health care team, and address specific types of communication used by dietitians, nurses, occupational therapists, physiotherapists and social workers.

Instruction may be supplemented by guest speakers from local employers and health care organizations. Colleges provide access to career-planning assistance, networking opportunities, and referrals and connections to employment-related resources at the college and in the community.

Workplace Communication Skills for Interprofessional Health Care Teams courses are 140 hours and are delivered in a blended format that combines classroom and online elements.

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Workplace Communication Skills for Older Adult Care

This 40-hour course is for participants who have successfully completed the OSLT Health Sciences or Interprofessional Health Care Teams course.

Workplace Communication Skills for Older Adult Care equips graduates to apply their workplace communication training in a variety of older adult care settings such as long-term care facilities, retirement homes, hospitals, and home and community care. Practical communication activities such as dialogue practice, role-plays and simulation teach participants how to

- describe one's experience and/or strengths relevant for working in older adult care.
- manage an interaction with an older adult.
- manage an interaction with an older adult's family member(s).

Workplace Communication Skills for Older Adult Care offers occupation-specific language training that teaches participants how to better communicate when working in older adult care, and to understand the socio-cultural dimensions of older adult care in Ontario.

This course is for graduates of the OSLT Health Sciences or Interprofessional Health Care Teams course who

- have training or experience as a dietitian, nurse, occupational therapist, physiotherapist or social worker.
- are permanent residents or protected persons who live in Ontario.

Participants may be working in, or want to re-enter, an occupation related to their training and experience, or they may want to undertake a program of study to bridge to employment in older adult care.

The in-depth language curriculum focuses on older adult care in Ontario, relevant provincial workplace legislation, labour market trends, workplace culture and the communication skills needed to succeed in older adult care environments in Ontario. An overview of older adult care in Ontario is integrated with information specific to the local labour market. Colleges provide a range of supports and resources to help participants connect with local employers and older adult care facilities.

Language learning activities are focused on the language and socio-cultural communication requirements of dietitians, nurses, occupational therapists, personal support workers, physiotherapists and social workers when working in older adult care.

Instruction may be supplemented by guest speakers from local employers and older adult care organizations. Colleges provide access to career-planning assistance, networking opportunities, and referrals and connections to employment-related resources at the college and in the community.

Workplace Communication Skills for Older Adult Care courses are delivered in a blended format that combines classroom and online elements.



Workplace Communication Skills for Working with Children and Youth

Workplace Communication Skills for Human Services: Working with Children and Youth equips graduates to apply their workplace communication training in a variety of human services settings: centre- and home-based child-care facilities, elementary schools, high schools, nursery schools and residential settings. Practical communication activities such as dialogue practice, role-plays and simulations teach participants how to

- clearly and effectively interact with children, colleagues, supervisors, parents or guardians, and the public.
- accurately collect and record information.
- confidently communicate in meetings, over the telephone and by email.
- establish authority and build rapport.
- improve interviewing, networking and career-building communication skills.

Workplace Communication Skills for Human Services: Working with Children and Youth offers occupation-specific language training that teaches participants how to better communicate on the job in early childhood education or child and youth care, and to understand the socio-cultural dimensions of human services workplaces in Ontario.

This course is for newcomers who

- have training or experience in early childhood education or child and youth care.
- have language proficiency of at least level 5 in Canadian Language Benchmarks (CLB), or Niveaux de compétence linguistique canadiens (NCLC) for courses taught in French.
- are permanent residents or protected persons who live in Ontario.

Participants may be working in, or want to re-enter, an occupation related to their training and experience in early childhood education or child and youth care, or they may want to undertake a program of study to bridge to employment in working with children or youth.

The in-depth language curriculum focuses on relevant provincial workplace legislation, workplace culture and the communications skills needed to succeed in human services workplaces in Ontario. An overview of the human services sector in Ontario is integrated with information specific to the local labour market. Colleges provide a range of supports and resources to help participants connect with local employers and human services organizations.

Occupation tool kits and language learning activities are tailored for participants from early childhood education and child and youth care. An activity that focuses on the language skills needed when collecting information, for example, is set within a broad communication framework for this task, and addresses specific types of communication used by early childhood educators or child and youth workers when collecting information from children, teachers, parents or guardians.

Classroom-based instruction is supplemented by guest speakers from local employers and organizations. Colleges provide access to career-planning assistance, networking opportunities, and referrals and connections to resources at the college and in the community.

Workplace Communication Skills for Working with Children and Youth courses are 180 hours and are delivered in a classroom-based format that is web-enhanced and a blended format that combines classroom and online elements.

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Workplace Communication Skills for Policing and Security

Workplace Communication Skills for Human Services: Policing and Security equips graduates to apply their workplace communication training in a variety of related settings, including police departments or security-patrolled sites. Practical communication activities such as dialogue practice, role-plays and simulations teach participants how to

- clearly and effectively interact with colleagues, supervisors and the public.
- accurately collect and record information.
- confidently communicate in meetings, over the telephone, via radio and by email.
- establish authority and build rapport with the public.
- improve interviewing, networking and career-building skills.

Workplace Communication Skills for Human Services: Policing and Security offers occupation-specific language training that teaches participants how to better communicate on the job in policing and security occupations, and to understand the socio-cultural dimensions of policing and security workplaces.

This course is for newcomers who

- have training or experience in policing or security.
- have language proficiency of at least level 5 in Canadian Language Benchmarks (CLB).
- are permanent residents or protected persons who live in Ontario.

Participants may be working in, or want to re-enter, an occupation related to their training and experience in policing or security, or they may want to undertake a program of study to bridge to employment in policing or security.

The in-depth language curriculum focuses on policing and security workplaces in Ontario, relevant provincial workplace legislation, workplace culture and the communication skills needed to succeed in policing and security occupations in Ontario. An overview of the policing and security sector in Ontario is integrated with information specific to the local labour market. Colleges provide a range of supports and resources to help participants connect with local employers and industry representatives.

Occupation tool kits and language learning activities are tailored for participants from policing and security backgrounds. An activity that focuses on the language skills needed when collecting information, for example, is set within a broad communication framework for this task, and addresses specific types of communication used by policing or security personnel when gathering information from the public.

Classroom-based instruction is supplemented by guest speakers from local employers and policing and security organizations. Colleges provide access to career-planning assistance, networking opportunities, and referrals and connections to resources at the college and in the community.

Workplace Communication Skills for Policing and Security courses are 180 hours and are delivered in a classroom-based format.

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Workplace Communication Skills for Construction Trades

Workplace Communication Skills for Construction Trades equips graduates to apply their workplace communication training in a variety of construction trades settings including commercial development sites, private residences, public works projects and residential development sites. Practical communication activities such as dialogue practice, role-plays and simulations teach participants how to

- clearly and effectively interact with supervisors, contractors, customers and trades people.
- comprehend the task, material and safety requirements of assignments.
- confidently use communications tools such as phones and other devices.
- competently present status updates on projects.
- improve interviewing, networking and career-building communication skills.

Workplace Communication Skills for Construction Trades offers occupation-specific language training that teaches participants how to better communicate on the job in the construction sector and in specific construction occupations, and to understand the socio-cultural dimensions of construction trades workplaces in Ontario.

This course is for newcomers who

- have training or experience in construction with a specialty in one of the following: bricklaying, carpentry, electrical work, plumbing or steam fitting.
- have language proficiency of at least level 4 in Canadian Language Benchmarks (CLB), or Niveaux de compétence linguistique canadiens (NCLC) for courses taught in French.
- are permanent residents or protected persons who live in Ontario.

Participants may be working in, or want to re-enter, an occupation related to their training and experience in the construction trades, or they may want to undertake a program of study to bridge to employment in the construction trades.

The in-depth curriculum focuses on construction trades workplaces in Ontario, relevant provincial workplace legislation, occupational regulation and certification, workplace culture and the communications skills needed to succeed in the construction trades. An overview of the construction sector in Ontario is integrated with information specific to the local labour market. Colleges provide a range of supports and resources to help participants connect with local employers and industries.

Occupation tool kits and language learning activities are tailored for participants from different construction trades backgrounds. An activity that focuses on the language skills needed when making progress updates, for example, is set within a broad communication framework for relaying information, and addresses specific types of communication used by bricklayers, carpenters, electricians, plumbers and steamfitters when updating clients, supervisors or contractors about projects.

Classroom-based instruction is supplemented by guest speakers from local employers and industry organizations. Colleges provide access to career-planning assistance, networking opportunities, and referrals and connections to resources at the college and in the community.

Workplace Communication Skills for Construction Trades courses are 180 hours and are delivered in a classroom-based format.

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Workplace Communication Skills for Automotive Trades

Workplace Communication Skills for Automotive Trades equips graduates to apply their workplace communication training in a variety of motive power trades settings including car dealership parts-and-service departments, leasing companies, public transit departments, repair shops, service stations and trucking companies. Practical communication activities such as dialogue practice, role-plays and simulations teach participants how to

- clearly and effectively interact with co-workers, service managers and customers.
- understand policies and procedures for receiving and completing work orders.
- confidently communicate over the telephone and two-way radio.
- competently present status updates on projects.
- improve interviewing, networking and career-building communication skills.

Workplace Communication Skills for Automotive Trades offers occupation-specific language training that teaches participants how to better communicate on the job in specific motive power trades occupations, and to understand the socio-cultural dimensions of motive power trades workplaces in Ontario.

This course is for newcomers who

- have training or experience as an automotive service, heavy duty equipment, or truck and coach technician.
- have language proficiency of at least level 4 in Canadian Language Benchmarks (CLB).
- are permanent residents or protected persons who live in Ontario.

Participants may be working in, or want to re-enter, an occupation related to their training and experience in the motive power trades, or they may want to undertake a program of study to bridge to employment in the motive power trades.

The in-depth language curriculum focuses on motive power trades workplaces in Ontario, relevant provincial workplace legislation, occupational regulation and certification, workplace culture and the communication skills needed to succeed in the motive power trades in Ontario. An overview of the motive power trades sector in Ontario is integrated with information specific to the local labour market. Colleges provide a range of supports and resources to help participants connect with local employers and industry representatives.

Language learning activities are tailored for participants from different motive power trades backgrounds. An activity that focuses on the language skills needed when making progress updates, for example, is set within a broad communication framework for relaying information, and addresses specific types of communication used by automotive service technicians, heavy duty equipment technicians, or truck and coach technicians when updating customers or service managers.

Classroom-based instruction is supplemented by guest speakers from local industries and motive power organizations. Colleges provide access to career-planning assistance, networking opportunities, and referrals and connections to employment-related resources at the college and in the community.

Workplace Communication Skills for Automotive Trades courses are 180 hours and are delivered in a classroom-based format.

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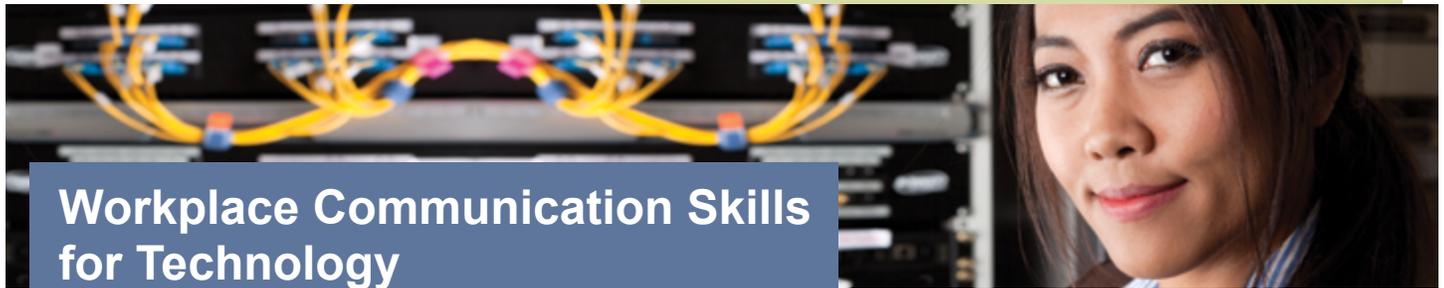
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Workplace Communication Skills for Technology

Workplace Communication Skills for Technology equips graduates to apply their workplace communication training in a variety of technology settings in a range of industries. Practical communication activities such as dialogue practice, role-plays and simulations teach participants how to

- clearly and effectively interact with colleagues, clients, supervisors and stakeholders.
- accurately collect, record and present information.
- understand technical terms and follow guidelines to write reports.
- confidently communicate in project teams, over the telephone and by email.
- improve interviewing, networking and career-building communication skills.

Workplace Communication Skills for Technology offers occupation-specific language training that teaches participants how to better communicate on the job in the technology sector and in specific technology occupations, and to understand the socio-cultural dimensions of technology workplaces in Ontario.

This course is for newcomers who

- have training or experience in architectural, engineering or information technology.
- have language proficiency of at least level 5 in Canadian Language Benchmarks (CLB).
- are permanent residents or protected persons who live in Ontario.

Participants may be working in, or want to re-enter, an occupation related to their training and experience in the technology sector, or they may want to undertake a program of study to bridge to employment in this sector. The in-depth language curriculum focuses on technology workplaces in Ontario, relevant provincial workplace legislation, workplace culture and the communication skills needed to succeed in the technology sector in Ontario. An overview of the technology sector in Ontario is integrated with information specific to the local labour market. Colleges provide a range of supports and resources to help participants connect with local employers and industry representatives.

Occupation tool kits and language learning activities are tailored for participants from different technology sector backgrounds. An activity that focuses on the language skills needed when working on project teams, for example, is set within a broad communication framework for collaborating with colleagues, and addresses types of communication used in specific occupations when dealing with health and safety inspectors, regulators, field crews or clients.

Classroom-based instruction is supplemented by guest speakers from local employers and technology organizations. Colleges provide access to career-planning assistance, networking opportunities, and referrals and connections to employment-related resources at the college and in the community.

Workplace Communications Skills for Technology courses are 180 hours and are delivered in a classroom-based format that is web-enhanced and a blended format that combines classroom and online elements. As well, some courses are available to participants in different geographic areas through multi-site delivery using Internet-based technology.

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OSLT Occupation-specific Language Training



Writing Professionally in the Business/ Technology or Health Care Sectors

These two courses are each 40 hours and exclusively online, requiring access to a computer with video and audio capabilities as well as an Internet connection.

Both courses equip graduates with the language and socio-cultural communication skills to write workplace communication in the business/technology or health care sectors.

For business and technology, this includes developing self-editing strategies to identify common personal errors and producing professional writing for an appropriate audience. Practical communication activities will teach participants how to

- develop a strategic approach to writing workplace communication.
- understand purpose and audience in written workplace communication.
- use logical structure in emails.
- write effective emails to make requests, exchange information, make complaints and follow up.

For health care, this includes developing skills and strategies for adapting health care writing for a particular purpose and audience. Practical communication activities will teach participants how to write in different styles, such as

- paragraph writing.
- reflective writing.
- writing using clipped structures.
- writing emails.

These courses are for newcomers who

- have familiarity with computers and related technology.

For Writing Professionally (Business and Technology), participants must

- have successfully completed an OSLT course in accounting and finance, entrepreneurship and sales and marketing, management, project management or technology.

For Writing Professionally in the Health Care Sector, participants must

- have successfully completed an OSLT course in health care or interprofessional health care teams.

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Accessing the Business, Health Care and Technology Job Markets in Ontario

These three Accessing the Job Market modules in business, health care and technology are each 40 hours and exclusively online, requiring access to a computer with video and audio capabilities as well as an Internet connection. Note that three 40-hour online modules in one sector are equivalent to a full OSLT course.

Each of these modules equips graduates with the language and communication skills needed to introduce oneself professionally in the job search context, describe requirements for working in one's chosen occupation in Ontario and develop a job action plan for securing employment in one's chosen occupation. Practical communication activities teach participants how to

- conduct research related to a job search, such as labour market trends, occupational requirements, pathways for working in one's occupation, networking opportunities and helpful resources.
- analyze job ads to better understand what employers are looking for and how to tailor an application.
- introduce oneself in the job search context.
- describe one's professional experience and present one's knowledge, skills and attributes effectively.
- assess one's employability and create a plan for moving forward in a job search.

These modules are for newcomers who

- have language proficiency of at least level 6 in Canadian Language Benchmarks (CLB).
- have familiarity with computers and related technology.
- are permanent residents or protected persons who live in Ontario.

For Accessing the Business Job Market in Ontario, participants must

- have training or experience in accounting, finance, entrepreneurship, project management, or sales and marketing.

For Accessing the Health Care Job Market in Ontario, participants must

- have training or experience in one of the following: dental hygienist, dietitian, medical laboratory technologist, medical radiation technologist, nurse, occupational therapist, personal support worker, physiotherapist, sleep technologist or social worker.

For Accessing the Technology Job Market in Ontario, participants must

- have training or experience in architectural technology, engineering technology or information technology.



Occupation-specific Language Training



Communicating in the Business, Health Care and Technology Sectors in Ontario

These three communication modules in business, health care and technology are each 40 hours and exclusively online, requiring access to a computer with video and audio capabilities as well as an Internet connection. Note that three 40-hour modules in one sector are equivalent to a full OSLT course.

Each of these modules equips graduates with the language and communication skills needed to ask questions and summarize information in a work interaction or data-collection interview, make a short presentation or verbally report data-collection findings, and write an email using commonly accepted norms. Practical communication activities such as dialogue practice, role-plays and simulation teach participants how to

- explore relevant cultural concepts and how to adapt communication to suit one’s purposes.
- improve skills for gathering and sharing information in the workplace.
- make presentations in the workplace context (business and technology) or practise verbal reporting (health care).
- use the telephone and email effectively.

These modules are for newcomers who

- have language proficiency of at least level 6 in Canadian Language Benchmarks (CLB).
- have familiarity with computers and related technology.
- are permanent residents or protected persons who live in Ontario.

For Communicating in the Business Sector in Ontario, participants must

- have training or experience in accounting, finance, entrepreneurship, project management, or sales and marketing.

For Communicating in the Health Care Sector in Ontario, participants must

- have training or experience in one of the following: dental hygienist, dietitian, medical laboratory technologist, medical radiation technologist, nurse, occupational therapist, personal support worker, physiotherapist, sleep technologist or social worker.

For Communicating in the Technology Sector in Ontario, participants must

- have training or experience in architectural technology, engineering technology or information technology.

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Managing Workplace Interactions and Health Care Interactions in Ontario

These two modules are each 40 hours and exclusively online, requiring access to a computer with video and audio capabilities as well as an Internet connection. Note that three 40-hour modules in one sector are equivalent to a full OSLT course.

Managing Workplace Interactions in Ontario is for both the business and technology sectors. It equips graduates with the language and communication skills needed to

- demonstrate understanding of an effective team meeting.
- manage an interaction with a colleague using appropriate communication strategies for requesting and providing advice, suggestions and recommendations.
- use appropriate communication strategies to manage a challenging interaction with a colleague.

Managing Health Care Interactions in Ontario equips graduates with the language and communication skills needed to

- give instructions for routine health care procedures.
- provide health teaching, such as offering explanations.
- provide comfort and reassurance.
- manage challenging interactions, such as advocating for clients.

Practical communication activities such as dialogue practice, role-plays and simulation teach participants how to

- explore workplace structures and workplace cultural concepts.
- work on teams (business and technology) or practise giving instructions (health care).
- participate in team meetings (business and technology) or practise health teaching (health care).
- deal with challenging interactions.

These modules are for newcomers who

- have language proficiency of at least level 6 in Canadian Language Benchmarks (CLB).
- have familiarity with computers and related technology.
- are permanent residents or protected persons who live in Ontario.

For Managing Workplace Interactions in Ontario, participants must

- have training or experience in accounting, finance, entrepreneurship, project management, sales and marketing, architectural technology, engineering technology or information technology.

For Managing Health Care Interactions in Ontario, participants must

- have training or experience in one of the following: dental hygienist, dietitian, medical laboratory technologist, medical radiation technologist, nurse, occupational therapist, personal support worker, physiotherapist, sleep technologist or social worker.