



# Annual Report



Centre for  
Canadian Language  
Benchmarks

Centre des niveaux de  
compétence linguistique  
canadiens

2009-  
2010



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### History

Incorporated in 1998 as a national not-for-profit organization and governed by a nationally representative, multi-stakeholder board of directors, the Centre for Canadian Language Benchmarks supports and promotes the Canadian Language Benchmarks and *Niveaux de compétence linguistique canadiens*.

### Vision

Canadian Language Benchmarks and *Niveaux de compétence linguistique canadiens* will be the national standards for describing, measuring and recognizing English and French language proficiency of adult immigrants and prospective immigrants for living and working in Canada.

### Mission

The Centre for Canadian Language Benchmarks provides the leadership and expertise to preserve the integrity, promote the use and support application of the Canadian Language Benchmarks and *Niveaux de compétence linguistique canadiens* as practical, fair and reliable national standards of English and French language proficiency in educational, training, community and workplace settings.



### Strategic Plan

1. Preserve and enhance the integrity of the CLB and NCLC.
2. Enhance the integrity of assessment processes associated with the CLB and NCLC.
3. Enhance implementation support for teachers and other practitioners working with the CLB and NCLC.
4. Expand capacity to apply the CLB and the NCLC in supporting successful labour market integration of immigrants.
5. Assume a leadership role in the development and sharing of quality resources associated with the CLB and the NCLC.
6. Establish the organizational capacity and structure to further our leadership role in the evolution of the CLB and NCLC.



## Message from the Chair



This year we welcomed a new Executive Director. In spite of a challenging learning curve, François Bélisle was able to provide sound leadership and management.

The CCLB team was extremely productive in 2009-2010. The list of activities it managed to accomplish is impressive, as shown in this annual report.

The National Consultation on the Canadian Language Benchmarks and *Niveaux de compétence linguistique canadiens*, which recently drew to a close, will ensure that our principal services and products are up to date and useful to the stakeholders we serve. As well, the Consultation has helped us redefine our strategic priorities as an organization – a much-needed exercise.

I wish to express my special thanks the Executive Council members for their support and direction throughout this period and to the Board members, funders and committee members who contributed in so many ways to supporting the Centre's ongoing mission.

To close on a personal note, this is now the end of my third and last year as Chair of the Board of Directors. It has been an extraordinary and rewarding experience, but it is now time for me to move on to other projects. I will gladly remain accessible over the coming months to ensure a smooth transition and I wish my successor well in leading this dynamic and resourceful organization.

Serge Boulé

**“The National Consultation will ensure that our principal services and products are up to date and useful to the stakeholders we serve.”**



## Message from the Executive Director

When I started with CCLB in June 2009, the Centre was in the middle of its National Consultation. This large project would culminate in October with a National Forum which drew to Ottawa over fifty participants from all major stakeholder groups, including most of the Centre's directors. At the Forum, the many recommendations contained in the consultants' report on the consultation were discussed and subsequently finalized. The final report of this project is available on our website.

The discussion also provided the basis for a strategic planning exercise held immediately after the National Forum by the Centre's Board of Directors. The resulting draft strategic plan was then further reviewed and refined and is scheduled for full Board approval. This plan gives the Centre a useful road map to plan, organize and report on its activities.

As the National Consultation was drawing to a close, the Centre needed to shift into an aggressive income-generating mode to ensure sufficient funding for the coming year. We pursued a variety of funding avenues, submitting an impressive array of proposals – and we were successful in a large number of them. This led to a very busy second half of the year spilling over into the next fiscal year.

Three new staff members were recruited to the CCLB team during that period to ensure sufficient project delivery capacity. The entire team once again proved extremely dedicated and showed how much can be accomplished by resourceful and enthusiastic professionals working together. The Centre's financials for the year just ended also reflect this exceptionally high level of activity.

Finally, as if the year had not been busy enough, in view of the Centre's lease coming to an end, on March 22, 2010 we moved to new offices on the western fringe of Ottawa's downtown core.

We are looking forward to another exceptionally busy year in 2010-2011.

François Bélisle



# National Consultation on the CLB/NCLC

CCLB has wrapped up its National Consultation with key stakeholders across Canada on the Canadian Language Benchmarks 2000: English as a Second Language for Adults (CLB) and *Niveaux de compétence linguistique canadiens 2006: Français langue seconde pour adultes* (NCLC). This consultation has allowed CCLB to gain insight into how the CLB/NCLC should evolve to meet needs of both existing and emerging groups. The consultation has also allowed CCLB and stakeholders to develop a shared understanding of the use of these standards and related tools and resources and to identify potential new uses for them. This project was funded by Citizenship and Immigration Canada and the governments of Alberta, British Columbia and Ontario.

During the first year of the project, CCLB assembled the National Consultation team and held pre-consultation discussions which informed the final design of the consultation process. The Centre then held and coordinated 27 facilitated forums and group discussions targeting practitioners and other stakeholders involved with ESL and FSL programs using the CLB and NCLC in 12 cities across Canada. In 2009-2010, CCLB built on this work and carried out the following activities:

- Posted an on-line survey for ESL practitioners familiar with the CLB 2000, built on the information gathered from forum participants, to provide an opportunity for practitioners to provide additional feedback and new perspectives. The survey was completed by 397 practitioners across Canada.
- Designed and posted an on-line survey for learners to share their experience with the CLB. This survey was completed by 638 learners across Canada.
- Conducted preliminary analysis based on the earlier stages of the National Consultation.
- Integrated the preliminary analysis and key results from earlier stages into the discussion book for the National Forum.
- Conducted a document review targeting information related to specific issues that emerged.
- Held the National Forum in which 24 people representing the broad range of stakeholders met with the CCLB Board of Directors to engage in further analysis and validation of the findings. They ex-



plored some of the tensions and questions that had surfaced during the initial consultation phase and offered their insights into the best way forward given competing demands and priorities.

- Held two two-day meetings in Ottawa with key experts from the ESL and FSL communities. These experts provided additional insights on the findings of the consultation and made recommendations to CCLB.
- Building on the outcomes of the National Forum, the Board of Directors of CCLB clarified the mission and core services of the organization and outlined its strategic directions and key implementation strategies for the coming three-year period.

The results of the National Consultation have shown strong and growing support for the CLB and NCLC among ESL and FSL stakeholders as well as other groups and institutions working in settlement. There is considerable synergy in terms of the gaps, challenges and unmet needs that need to be addressed for both the CLB and NCLC in relation to their integrity, language training application and sharing of resources.

In 2010, teams of experts will take the first steps towards meeting these new challenges by revising the French and English core documents. The consultation has also informed CCLB's strategic directions for the coming years. It will enable CCLB to maintain the structure and organizational capacity required to ensure the quality and integrity of its standards, which will allow it to better collaborate with the community of professionals and organizations interested in the CLB and NCLC.

## Revisions to the CLB/NCLC

Following up on the National Consultation CCLB launched revisions to the CLB and NCLC documents in March 2010. CCLB assembled teams of CLB and NCLC experts to revise the documents and held launch events in Ottawa and Toronto to present the project to key stakeholders.

The project will be completed in the next fiscal year, when the teams carry out the revisions identified as priorities during the National Consultation process.

The key enhancements identified as priorities by stakeholders from both the ESL and FLS communities include increased navigability and greater clarity of performance descriptors and of the distinctions between levels. Both documents will include additional guidelines for practitioners on addressing grammar and pronunciation in a communicative language classroom.

ESL and FSL experts have also identified possible enhancements to each standard which will allow them to better answer the specific needs of the communities they serve. The CLB revision team's priorities include the addition of more sample tasks, as well as an update in sample tasks that will ensure they better reflect current communication practices. The NCLC revision team's priorities include the establishment of a theoretical framework for the NCLC Benchmarks as well as the addition of a glossary.



## Working Group on French-Language Services

With funding from Citizenship and Immigration Canada, CCLB has assembled a working group aimed at developing a model of implementation for French-language training and assessment services to Francophone communities in language-minority settings. The project will continue into the next fiscal year, when the group will continue to identify challenges and develop a model for the implementation of these services as well as for the adoption and implementation of the NCLC framework.

The work of this group will provide funders with a deeper understanding of the needs of the FSL community offering French-language training and assessment services, promote more consistency in the provision of French-language services through more effective implementation of the NCLC, and develop a model which will promote the settlement of newcomers.



### French Placement Test: BTC-NCLC

In March 2009 CCLB completed the development and validation of its first assessment tool for French as a second language intended for newcomers to Canada and other adult learners. The test, called *Batterie de tests de classement aux Niveaux de compétence linguistique canadiens* (BTC-NCLC), evaluates NCLC levels 1 to 8 in listening, speaking, reading and writing. It provides language assessors, FSL teachers, counsellors and program coordinators with a valid, reliable, standardized tool to place adult learners in federally and provincially funded programs. The test uses a criterion-referenced approach and assesses language proficiency using authentic communication tasks.

CCLB is responsible for ensuring that every testing site meets CCLB's requirements and signs a licensing agreement and that every assessor meets its criteria and attends a two-day training session. These steps help ensure test security as well as the quality and consistency of the assessment process across Canada.

In 2009-2010, with funding from Citizenship and Immigration Canada, CCLB rolled out the test across Canada and undertook the following activities:

- Created a nationally-standardized licensing and certification process for assessment sites and for the assessors themselves.
- Designed a two-day training session and all related materials and content.
- Trained two professionals to deliver the training session.
- Delivered five training sessions across Canada which included a hands-on component in which assessors conducted interviews with FSL learners.
- Licensed 14 testing sites and trained 21 assessors.
- Developed and updated a database of sites and assessors.
- Created a glossary of assessment terms in French to ensure uniformity of the assessment process.
- Undertook the trademarking process for BTC-NCLC.
- Implemented CCLB's communication plan for the tool.

Further training and promotion of the tool will continue into the next fiscal year.

### Milestones Test

CCLB has been chosen by Citizenship and Immigration Canada to develop a CLB milestones test, which will pinpoint achievement at several key milestones of lan-

guage proficiency.

Work is underway to develop a standardized CLB-based assessment to serve the needs of newcomers and other ESL users wishing to have their language credentials recognized by educational institutions, employers and others. It is intended for use by students in CIC's language training programs, as well as in other contexts, such as educational institutions and training programs, where communicative competence needs to be evaluated across the four language skill areas.

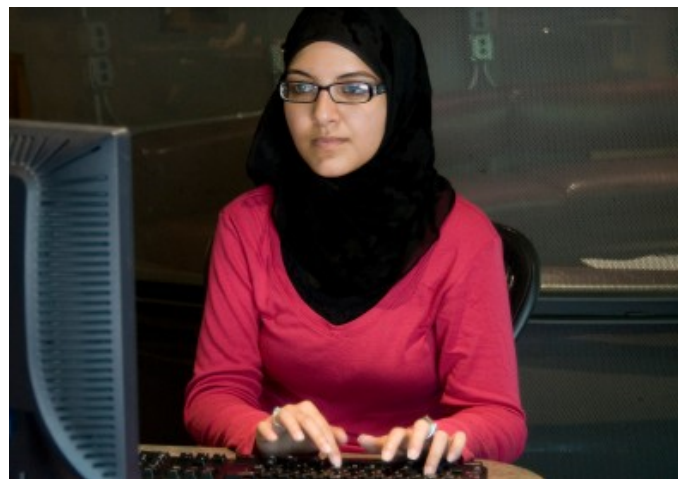
CCLB has assembled a highly skilled team of developers to work on this project, which began in March 2010 and will be finished in March 2011. The test will provide results at CLB levels 3 through 9, with particular emphasis on the "Milestone" Benchmarks 4, 7, 8 and 9.

### On-Line French Self-Assessment

Since 2007 CCLB has been working in partnership with the Centre for Education and Training (CET) on the development, piloting, implementation and promotion of an on-line self-assessment tool for French as a second language based on the NCLC. This tool makes it possible for prospective immigrants and other speakers of French as a second language to assess their listening and reading level in French, which can inform their educational and professional plans. This project is funded by Citizenship and Immigration Canada.

In addition to the ongoing maintenance and promotion of the site, CCLB has conducted a pilot study with FSL learners across Canada and developed new forms and tasks which will allow second-time users to complete parallel tests to assess their progress. These new forms will be piloted with 400 test-takers in 2010.

This tool can be accessed at [www.nclc-ael.ca](http://www.nclc-ael.ca).





### Calibration for CLBPT Assessors

With funding from Citizenship and Immigration Canada and the Government of Alberta CCLB developed a new calibration workshop for CLBPT assessors which will be delivered in the spring of 2010. The development of this session included the design of new materials and the production of a DVD of authentic client interviews.

The goals of the CLBPT calibration include:

- Reassuring assessors on the accuracy of their assessment, especially in difficult cases.
- Ensuring consistency and standardization in assessments.
- Providing challenging, skill-sharpening professional development.

The new calibration workshop was first delivered to assessors in Mississauga and further calibration sessions will be held in the spring of 2010 throughout Canada.

### Regional CLBPT Assessor Training

The CLBPT is used in LINC assessment centres throughout Canada to assess the language levels of newcomers to Canada for settlement and language training purposes. During 2009-2010, with funding from Citizenship and Immigration Canada, CCLB delivered seven training sessions on the CLBPT for 29 new LINC assessors and provided support to LINC assessors going through the certification process.

### Calibration of Ontario School Board Assessors on CLBPT

The CLBPT is used by many Ontario school boards to place ESL students into non-credit language programs. With funding from the Government of Ontario CCLB coordinated and delivered six calibration sessions throughout Ontario in 2009-2010 to 72 assessors from 15 boards, using the original calibration materials developed in 2007.

CLBPT assessors from Ontario school board ESL programs benefitted from the calibration process to ensure that their skills are current and their assessments are consistent and reliable.



#### New CLBPT Flyer and Survey

A client information flyer was developed and reviewed by several CLB experts. It will provide information on CLB levels related to the CLBPT tasks. The printed flyer will be distributed to LINC assessment centres throughout Canada, and will also be available on-line for download.

A survey for CLBPT assessors was developed to collect information on best practices, training and professional development needs, as well as information on usage of the CLBPT.

These new resources were developed with funding from Citizenship and Immigration Canada.



## Projects: CLB/NCLC and Language Assessment



### WLA implementation in Alberta and British Columbia

The Workplace Language Assessment (WLA) provides a communicative English language assessment for internationally educated individuals at CLB levels 7-10. It is designed for placement of candidates into bridge-to-employment programs where the national standard is used to determine eligibility. The WLA may also be used for advanced language training programs which focus on preparing newcomers for the Canadian workforce.

In 2009 the Government of Alberta funded the enhancement of the testing and training materials. The governments of Alberta and British Columbia assisted the launch of the WLA in their respective provinces by supporting pilots of the launch, as well as training and certification of assessors. Twenty-one assessors were trained in these two provinces.



### WLA Trainer Capacity in Alberta, British Columbia and Ontario

In March CCLB organized a two-day training session to prepare a team of trainers with previous WLA experience who will provide WLA assessor training in their respective regions. These sessions were funded by the governments of Alberta, British Columbia and Ontario.

### New Screening Tools for Citizenship Judges and Officers

CCLB is working in partnership with Citizenship and Immigration Canada to support Citizenship Judges and Officers in understanding the language levels of immigrants applying for Canadian citizenship.

CCLB has reviewed current materials and developed new screening tools for Judges and Officers to use. This project will continue into the next fiscal year, when CCLB will develop and deliver a training workshop based on the CLB and NCLC and the tools created.



### Assessment for Statistics Canada

In 2009 CCLB worked in partnership with Statistics Canada to adapt four versions of an English language assessment tool into French.

### Niveaux de compétence linguistique canadiens (NCLC)

#### NCLC On-Line Introductory Modules

In 2009 CCLB designed two introductory on-line modules for the *Niveaux de compétence linguistique canadiens*. These modules are intended to raise awareness of the NCLC among FSL teachers, FSL program coordinators, counsellors and employers and promote their use and application.

With funding from Citizenship and Immigration Canada, Ontario Region, CCLB designed the first module with a consultant who specializes in on-line training tools and piloted it with FSL and NCLC specialists, who went through the module and filled out a comprehensive survey. Qualitative and quantitative data from this survey guided further revisions.

The final product is an easy-to-use, dynamic module which includes an interactive table of performance descriptors as well as FAQ sections for teachers, counsellors, administrators and employers. It can be accessed at [www.nclcenligne.ca](http://www.nclcenligne.ca).

With funding from Citizenship and Immigration Canada, CCLB has designed and uploaded a second module for professionals seeking more in-depth information about the NCLC. Validation and piloting of this new module will continue into the next fiscal year.

#### Professional Development Workshops for the NCLC

With funding from Citizenship and Immigration Canada, CCLB designed and piloted two professional development workshops for the *Niveaux de compétence linguistique canadiens*.

The half-day session promotes the NCLC framework and its use in the francophone community and FSL programs. It gives an overview of the framework and underlying theory, and provides information on current resources and applications.

The full-day session gives teachers more in-depth information on integrating the NCLC to their classroom teaching. It provides information on the NCLC continuum and on resources related to the NCLC. It also provides practical information on lesson planning and evaluation. In light of these workshops, CCLB will draft

a model of NCLC implementation that will guide the development of a resource similar to *Canadian Language Benchmarks: A Guide to Implementation*.

Both workshops were piloted in March and revised based on feedback from participants and a panel of CLIC and FSL teachers.

CCLB will continue to work on this project through the next fiscal year, when it will continue to promote and offer the workshops and collect feedback from the FSL community.

#### CLIC Curriculum Guidelines

In 2008 the francophone team undertook the adaptation and development of guidelines for CLIC levels 5 to 7 in French, using as a basis the English document *LINC 5 to 7 National Curriculum Guidelines*. This project produced a resource titled *Lignes directrices nationales pour le programme CLIC, niveaux 5 à 7*. The resource, which is aligned with the NCLC, consists of activities to provide FSL teachers who are working with immigrants at Stage II of the NCLC with ideas for lesson planning and evaluation.

In 2009-2010 CCLB finalized the validation, editing, formatting and printing of the resource and distributed it to a variety of French-language service providers.

#### CLIC en Ligne Program

In 2009-2010 CCLB received funding from Citizenship and Immigration Canada to further develop the *CLIC en ligne* program. The program targets newcomers to Canada who qualify for federally funded French language programs but cannot attend them due to family or work responsibilities, or lack of program offerings in their area.

This project builds on work done by *Le Conseil des écoles publiques de l'Est de l'Ontario*, which developed and piloted the course for CLIC levels 3 and 4. CCLB will revise levels 3 and 4 and design and pilot *CLIC en ligne* for levels 5, 6 and 7. It will also propose an administrative structure as well as a plan for the promotion and delivery of *CLIC en ligne* and recruitment of candidates. In 2009-2010 CCLB assembled a team of content developers who will complete this project in the next fiscal year.



## Summative Assessment Manual (SAM)

### Revision of Manuals

In 2009 CCLB received funding from Alberta Employment and Immigration to re-format SAM to make it more user-friendly and portable. SAM provides made-for-classroom assessment tools and supports for CLB-based programs at CLB levels 1-4 in universal themes.

Prior to carrying out the revisions CCLB surveyed 30 SAM users across Canada. The changes carried out include:

- Combining the two volumes into one more compact version.
- Adding a CD-ROM with printable tasks.
- Adding additional detail to instructions where needed.
- Re-organizing information to make it flow with the use of the document.

The new document was reviewed by ESL professionals and field-tested with ESL teachers before being produced in its final version.

Copies of the revised SAM will be distributed to Alberta ESL programs in the spring of 2010.

### Workshops for Teachers

In 2009 Citizenship and Immigration Canada, Ontario Region, funded CCLB to develop a professional development workshop on using SAM.

Four trainers from across Ontario delivered 27 workshops throughout the province for 486 instructors from LINC and ESL programs.

The Government of Alberta funded two trainers from Alberta to attend the train-the-trainer meeting in Ontario and to work with the Ontario trainers to provide advice on workshop format. Five workshops were carried out in Alberta to 93 ESL and LINC instructors.

The Government of British Columbia also provided funding for CCLB to deliver four workshops throughout the province of B.C. in early 2010.



## Professional Development

### New CLB Boot Camp Module and On-Line Workshops

In 2009 CCLB received funding from Citizenship and Immigration Canada, Ontario Region to review the effectiveness of the original CLB Boot Camp, suggest and make changes to the existing modules and to develop a new third unit. Another component of the project was to consolidate CCLB's e-learning modules into the learning management system.

The new units were introduced at a workshop on the resource at the TESL Ontario Conference and CCLB recruited participants for on-line discussions on the tools which will take place in the next fiscal year.

The newly developed Unit 3 introduces some CLB methodology and ideas on how to teach communicative competencies. It demonstrates how to select appropriate tasks in each of the four skill areas and provides additional practice at recognizing CLB levels.

Plans are underway to offer a series of facilitated webinars for teachers on topics related to the CLB Boot Camp, as well as other topics of interest to CLB practitioners.



### Workshop on Integrating CLB Into Your ESL Classroom

In 2009, Citizenship and Immigration Canada, Ontario Region funded CCLB to develop a professional development workshop on formative assessment.

This workshop, based on the CCLB publication *Integrating CLB Assessment Into Your ESL Classroom*, aims to help ESL practitioners develop an understanding of day-to-day assessment for learning. The session helps participants become familiar with effective classroom-based assessment practices using case studies and authentic samples of learner performance.

Four trainers from across Ontario delivered 35 workshops throughout the province for over 650 instructors from LINC and ESL programs. The Government of British Columbia also provided funding for CCLB to deliver four workshops throughout B.C. in early 2010.

### Training on CLB 5-10 Exit Assessment Tasks

The CLB 5-10 Exit Assessment Tasks are nationally available, standardized tools to assess and report on the learning outcomes of learners at CLB levels 5 to 10.

In 2009 Citizenship and Immigration Canada, Ontario Region, provided CCLB with funding to train four Ontario trainers and to deliver workshops on using the tools throughout Ontario. CCLB revised and enhanced the existing training materials and delivered 32 workshops to a total of 567 instructors from Ontario LINC and ESL programs.

The governments of Alberta and British Columbia funded CCLB to deliver 14 workshops to a total of 231 participants in these provinces.



## Occupational Language Analysis (OLA)

An Occupational Language Analysis (OLA) defines the Canadian Language Benchmarks levels required to perform tasks related to specific jobs as defined in the Essential Skills Profiles and additional information found in the National Occupational Standards.

This information can be used by a multitude of stakeholders including job-seekers, program developers, human resources professionals, employment counsellors and sector councils. OLAs can inform individuals' professional and training goals as well as the design of language, bridge-to-employment and other programs.

In 2009-2010 the role of CCLB in the OLA process continued to evolve.

CCLB formalized a training and registration process for OLA Registered Analysts, including the development of a registry of OLAs that is made available to sector councils who wish to develop OLAs. This provides the opportunity for a variety of consultants and practitioners to become OLA Registered Analysts who then can respond to sector councils' requests for proposals. In some cases, CCLB will broker the development of OLAs for a sector if requested.



### OLAs for the Tourism Sector

In 2009, CCLB worked in close partnership with the Canadian Tourism Human Resources Council (CTHRC) to train and register a group of Job Analysts. Trainees were mentored and developed 14 new OLAs for the tourism sector. CCLB worked with CTHRC to refine a process for mentoring registered analysts and provide quality assurance.

The following OLAs are available at [www.itsessential.ca](http://www.itsessential.ca): Hunting Guide, Retail Sales Associate, Heritage Interpreter, Line Cook, Casino Dealer, Banquet Server, Tourism Researcher, Taxi and Limousine Driver, Outdoor Adventure Guide, Food Service Counter Attendant, Travel Counsellor, Door Staff, Tourism Trainer and Small Business Owner-Operator.

### Child Care Occupations

CCLB worked in partnership with the Child Care Human Resource Sector Council to develop two OLAs for Child Care Administrators and Early Childhood Educators. CCLB conducted additional research via surveys to verify language tasks commonly done by Child Care Centre Supervisors. The data from the CLB benchmarking was incorporated into the Occupational Language Analysis to supplement and enrich the information derived from the National Occupational Standard and the Essential Skills Profile.

### Other OLA Development and Support

CCLB worked in partnership with the Canadian Grocery Human Resource Council to develop an OLA for Cashiers. CCLB provided mentoring and quality assurance.

CCLB provided mentoring and quality assurance support for some of the OLAs developed for BioTalent, a biotechnology sector council, for the following occupations: Chief Executive Officer, General Lab Worker, Intellectual Property Officer, Regulatory Affairs Specialist and Vice President of Manufacturing.

### Work Ready: Canadian Language Benchmarks Resources for Counselling, Hiring and Working With Internationally Trained Individuals

*Work Ready* was developed in 2008 for employers, human resource professionals and employment counsellors to facilitate the successful employment of newcomers to Canada. The kit includes an introduction to the CLB, reasons for hiring immigrants, best hiring and training practices, communication and hiring strategies. The kit also provides helpful language-based tips and resources for those employing, working with or training immigrants.

In 2009, with funding from Ontario's Ministry of Citizenship and Immigration, CCLB undertook further revisions, distribution and promotion of *Work Ready*. The print and electronic editions were revised based on feedback from funders and reviewers and underwent professional editing. The updated resource was promoted and distributed at launch events as well as several conferences.



### Tools and Resources to Support the Effective Use of Essential Skills

In 2008 and 2009 CCLB received funding from the department of Human Resources and Skills Development to develop *Essential Skills Tools and Resources*, a series of three guidebooks designed to assist a range of stakeholders in better supporting immigrant clients develop Essential Skills.

A guidebook was designed for each of:

- Workplace trainers
- ESL/FSL instructors
- Developers of National Occupational Standards and Essential Skills Profiles

Another key outcome was the development of the *CLB-Essential Skills Primer*, which includes a diagnostic tool that ESL/FSL teachers can use with students in Stage I of the CLB. The tool can inform the teacher of Essential Skills areas of focus for their in-class work. As well, 50 generic lesson plans were produced to empower ESL/FSL teachers to incorporate transferable Essential Skills into their language training.

The guidebooks and lesson plans were reviewed by content specialists and CCLB's National Advisory Committee comprised of the following partnering organizations: TESL Canada, the Canadian Tourism and Human Resources Council, and the Canadian Society for Training and Development.

Workshops were delivered across Canada with job analysts, trainers and instructors in both French and English.

With funding from the Government of Alberta CCLB held a train-the-trainer workshop for practitioners from that province. This has expanded trainer capacity and raised awareness of the CLB and Essential Skills in Alberta.

Due to overwhelming response CCLB did a second print run of the guidebook for distribution to ESL and FSL instructors across Canada to meet demands that continue on into the next fiscal year.



## Benchmarking Occupations

### Occupational Therapists and Physiotherapists

CCLB was retained by the Canadian Alliance of Physiotherapy Regulators to benchmark the language demands of occupational therapists and physiotherapists in Ontario. The Alliance worked in partnership with the College of Occupational Therapists of Ontario and the College of Physiotherapists of Ontario. This is part of a larger initiative funded by the Government of Ontario which may include the development of an occupation-specific language test for both professions.

CCLB's research team gathered qualitative data about authentic language use through observations and interviews with occupational therapists and physiotherapists in a wide variety of professional practice settings throughout Ontario including hospitals, private clinics, rehabilitation units and specialized service clinics. The CLB standard was used to identify the complexity of observed and reported language tasks to determine the



CLB levels associated with typical job tasks. CCLB's final report will inform the development of the proposed language assessment tool.

### Information and Communications Technology Council

The Information and Communications Technology Council (ICTC) has asked CCLB to establish CLB and NCLC levels for part of ICTC's ICT Competency Profiles standards.

This work will define the language required to work in nine software and six management occupations within the sector. This information will inform further work being done on ICTC's Enhanced Workshops On-Line for

Newcomers to Canada project funded by Citizenship and Immigration Canada's Foreign Credential Referral Office.

CCLB has a bilingual team of experts assigned to benchmarking the ICT Competency Profiles and to analyzing additional data gathered using a variety of methods. This project will continue to September 2010.

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### Workplace Language Assessment (WLA) Pre-Screening Tool

The WLA Pre-Screening Tool is a quick and easy tool for employment and settlement counsellors to use with their clients. The tool, which can be administered in 30 minutes, provides a general guide to the client's CLB level and references CLB Level 6 and higher.

Using the information provided by this tool, the client and counsellor can explore possible pathways which may include further language assessment, language

training, bridge-to-employment programs or employment.

In 2009, with funding from the Ontario Ministry of Citizenship and Immigration, CCLB coordinated and delivered six training sessions to 100 participants. Participants received the materials needed to deliver training sessions to colleagues within their organization or region.



# Occupation-Specific Assessment Tools

## Language Assessment for Internationally Trained Engineers

In 2009 CCLB was retained by Engineers Canada for the development of an occupation-specific language tool for foreign-trained engineers. CCLB will develop, validate and pilot two core versions of an occupation-specific language assessment (two versions in English, two in French) with additional engineering content specific to four engineering disciplines (mechanical, electrical, civil, and chemical).

CCLB built on earlier research sponsored by the Edmonton Mennonite Centre with researchers at the University of Calgary. CCLB undertook a benchmarking scan of Essential Skills Profiles to identify examples of language tasks done by engineers in Canada. This inventory provided key content to inform test development.

CCLB field-tested early versions of the tool with foreign-trained engineers in Alberta and British Columbia. Further piloting of the tool will be done in Alberta, British Columbia, Manitoba, Ontario, New Brunswick and Quebec in the 2010-2011 fiscal year. Development of the tool, including further revisions, validation and pilot testing, will continue into the next fiscal year.

This Engineers Canada initiative is funded by Citizenship and Immigration Canada's Foreign Credential Referral Office.



## Canadian English Language Benchmark Assessment for Nurses

The Canadian English Language Benchmark Assessment for Nurses (CELBAN) is an assessment tool designed to assess the English language proficiency of internationally educated nurses who are applying for licensure in the nursing profession in Canada.

The Canadian English Language Assessment Services (CELAS) Centre at Red River College has been providing training and overseeing the administration of the CELBAN in Canada. In this partnership, CCLB has authorized the CELAS Centre to set up new CELBAN testing sites and oversee assessor training, among other activities.

The CELAS Centre reports to CCLB on all activities and refers questions related to CELBAN to CCLB.

CELBAN activities carried out by the CELAS Centre in 2009 include:

- The establishment of two new CELBAN sites in Regina and Saskatoon.
- The distribution of CELBAN Readiness Self-Assessment kits.
- The distribution of Institutional CELBAN kits.
- Training for CELBAN assessors and Institutional CELBAN users in Alberta and B.C.
- A feasibility study regarding the adaptation of CELBAN for a range of internationally trained health professionals.



## Outreach

In 2009-2010 CCLB attended and/or participated in the following conferences:

Association of Canadian Community Colleges Conference	Higher Level Language Training Conference
British Columbia Teachers of English as an Additional Language Conference	Internationally Educated Health Professionals Stakeholder Conference
Canada Moodle Moot Conference	Joint Conference of the Applied Linguistics Associations of New Zealand and Australia
Canadian Association of Applied Linguistics: Special Symposium on Second Language Teacher Education	Language & Citizenship Panel – University of Toronto
Canadian Association of Prior Learning Assessment National Conference	Metropolis Canada
Canadian Association of Second Language Teachers: Languages Without Borders	Ontario Association of Adult and Continuing Education School Board Administrators (CESBA) Spring Conference and Fall Conference
Canadian Language Industry Showcase	Opportunities 2009
Canadian Society for Training and Development Symposium: New Tools, Technologies, and Strategies to Maximize Workplace Learning	Ottawa Social Services Conference
Cannexus 2009	Summer Institute on Literacy and Essential Skills
Congrès annuel du Réseau des cégeps et des collèges francophones du Canada	TESL Canada Conference
ELSA Net Fall Conference	TESL Nova Scotia Conference
	TESL Ontario Conference

CCLB collaborated and continued partnerships with organizations including:

Canadian Alliance of Physiotherapy Regulators  
Canadian Child Care Human Resources Sector Council  
Canadian Grocery Human Resource Council  
Canadian Tourism Human Resources Council  
Centre for Education and Training  
La Cité collégiale  
Collège Boréal  
Conseil des écoles publiques de l'Est de l'Ontario  
Engineers Canada  
Human Resources and Skills Development Canada  
Information and Communications Technology Council  
Ontario Skills Passport  
Red River College  
Statistics Canada  
TESL Canada  
TESL Ontario

CCLB engaged in the following international outreach efforts:

Meeting with a representative from the Universidad de La Habana  
Hosting of a Dutch delegation of immigration and settlement service providers visiting Canada  
Meeting with a researcher from Tokyo University  
Several teleconferences with researchers from Centro Navarro de Autoaprendizaje de Idiomas (CNAI) in Spain  
Meeting with representatives from the College of the North Atlantic — Qatar campus



The Centre for Canadian Language Benchmarks gratefully acknowledges the financial and in-kind contributions of the following funders in support of its projects and activities:

### Government of Canada

Integration Branch, Citizenship and Immigration

Ontario Region, Citizenship and Immigration

Office of Literacy and Essential Skills, Human Resources and Skills Development

### Alberta

Immigration Policy and Programs Branch, Alberta Employment and Immigration

### British Columbia

Ministry of Advanced Education and Labour Market Development

### Manitoba

Adult Language Training Branch, Manitoba Labour and Immigration

### Nova Scotia

Nova Scotia Office of Immigration

### Ontario

Ministry of Citizenship and Immigration

### Québec

Politiques, programmes et promotion de la francisation, Direction générale de la francisation, ministère de l'Immigration et des Communautés culturelles

### Saskatchewan

Immigration Branch, Ministry of Advanced Education, Employment and Immigration



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PATRICIA BENOIT  
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Partnerships Manager

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Project Officer

PAULA TRAINOR  
Training Coordinator

MARIE-ÉLYSE GAUTHIER  
Administrative Assistant



The condensed financial information below has been extracted from CCLB audited financial statements. The report of Welch LLP, the auditors, and complete audited financial statements, which include notes and more detailed supplementary financial information, are available for examination by contacting CCLB at info@language.ca.

## Statement of Financial Position as of March 31, 2010

<b><u>ASSETS</u></b>	<b><u>2010</u></b>	<b><u>2009</u></b>
<b>CURRENT ASSETS</b>		
Cash	\$ 359,557	\$ -
Contributions receivable	705,144	667,582
Other receivables	526,148	88,020
Inventory	25,030	33,362
Prepaid expenses	21,723	14,877
GST recoverable	-	3,820
	<u>1,637,602</u>	<u>807,661</u>
<b>EQUIPMENT</b>		
Computer equipment	10,618	10,618
Office equipment	<u>822</u>	<u>822</u>
	11,440	11,440
Less accumulated amortization	<u>(9,599)</u>	<u>(3,879)</u>
	<u>1,841</u>	<u>7,561</u>
	<u>\$ 1,639,443</u>	<u>\$ 815,222</u>
<b><u>LIABILITIES AND NET ASSETS</u></b>		
<b>CURRENT LIABILITIES</b>		
Bank overdraft	\$ -	\$ 8,814
Accounts payable and accrued liabilities	749,828	282,744
GST payable	9,405	-
Deferred contributions - note 4	<u>172,244</u>	<u>130,000</u>
	<u>931,477</u>	<u>421,558</u>
<b>NET ASSETS</b>		
Internally restricted - equipment	1,841	7,561
Unrestricted	<u>706,125</u>	<u>388,103</u>
	<u>707,966</u>	<u>393,664</u>
	<u>\$ 1,639,443</u>	<u>\$ 815,222</u>



## Statement of Operations and Changes in Net Assets Year Ended March 31, 2010

	<u>2010</u>	<u>2009</u>
<b>Revenue</b>		
Citizenship and Immigration Canada (CIC) \$	753,227	\$ 669,012
Human Resources and Social Development Canada	124,575	347,278
CIC - Ontario	488,049	267,114
Government of Ontario	269,169	85,228
Government of Alberta	104,503	96,871
Government of Saskatchewan	5,000	5,000
Government of British Columbia	70,000	50,000
Government of Nova Scotia	10,000	-
Canadian Food Industry Council	-	12,000
Centre for Education and Training	-	20,000
Edmonton Mennonite Centre for Newcomers	-	11,700
Resource and Training Unit	837,122	335,504
Miscellaneous	<u>22,064</u>	<u>-</u>
	<u>2,683,709</u>	<u>1,899,707</u>
<b>Expenses</b>		
Office (schedule)	328,779	214,788
Personnel (schedule)	621,989	595,634
Board (schedule)	40,232	38,451
Conference and memberships (schedule)	9,541	5,984
Resource and Training Unit - note 5	545,088	209,301
Contract services	640,882	547,528
Professional fees	27,652	15,053
Staff and contractors' travel costs and associated fees	149,524	114,765
Amortization	<u>5,720</u>	<u>3,608</u>
	<u>2,369,407</u>	<u>1,745,112</u>
<b>Net revenue</b>	314,302	154,595
<b>Net assets at beginning of year</b>	<u>393,664</u>	<u>239,069</u>
<b>Net assets at end of year</b>	<u>\$ 707,966</u>	<u>\$ 393,664</u>





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