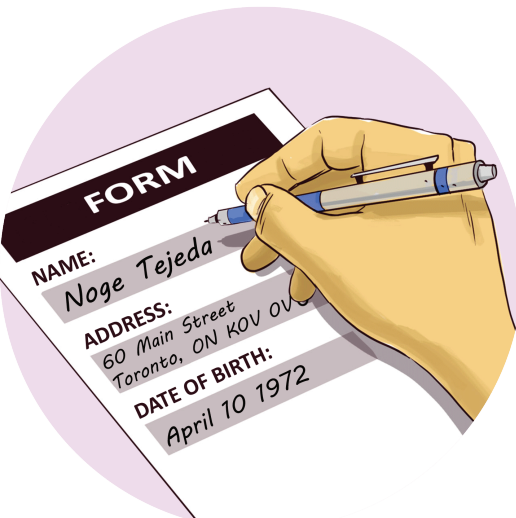


Canadian Language Benchmarks Can Do Statements for Employment



Can Do Statements for Employment

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Can Do Statements for Employment

What are the “Can Do Statements for Employment”?

The Can Do Statements for Employment are intended for immigrants seeking employment, employment counsellors, and employers. The Can Do Statements are based on the Canadian Language Benchmarks (CLB); they have been simplified and given a narrower focus to support their use in an employment context. The statements cover CLB levels 4-10, and offer an overview of each level from a workplace perspective. They provide examples of English language tasks in a variety of workplace-related contexts:

- On the phone
- Working with others
- Workplace safety
- Taking part in meetings

and for a variety of workplace tasks:

- Making and answering phone calls
- Communicating with others in a workplace setting
- Understanding and responding

The tasks cover all four language skill areas: listening, speaking, reading and writing.

What is the purpose of the “Can Do Statements for Employment”?

For newcomers seeking employment

Newcomers seeking employment can consult the “Can Do Statements for Employment” to get a quick idea of their language abilities. The statements will give them a general sense of what they are capable of accomplishing in English in a workplace context. If the client has had a CLB-based language assessment of their language levels, they have a set of statements reflecting what it means (in employment-related terms) to be at their level in each skill area. The statements could then be shown to employment counselors or prospective employers to document and explain their language skills.

Can Do Statements for Employment

For employment counsellors

Employment Counsellors will find the statements useful in their discussions with clients while developing employment strategies and pathways. Counsellors may find it useful to refer to the statements in conjunction with results from the Workplace Language Assessment Pre-Screener Tool in order to guide the client through job search strategies or to workplace-oriented language training.

For employers

Employers will find the statements useful in identifying the language abilities and levels of competence relevant to positions they are posting.

For instructors

Instructors will find the statements useful in the classroom, particularly if there is a workplace focus. The instructor can use them as a guide for developing authentic tasks for the training and assessment of learners seeking employment. They may also use them to check the achievements of learners and for goal-setting.

Why not to use the “Can Do Statements for Employment” as a means of assessment?

The “Can Do Statements for Employment” are not assessment tools nor an attestation of a skill level. They are a simplified description of language proficiency, geared to the workplace, at various CLB levels. They do not include all competencies corresponding to a given level. Thus, even if a learner meets all competencies specified in the statements, we cannot conclude with certainty that he has achieved that level.

Can Do Statements for Employment

Below you will find a description of each section of the “Can Do Statements for Employment”:

This section describes the three stages in the Canadian Language Benchmarks (CLB) continuum.

The CLB level exemplified by the tasks.

The icons represent the language skills exemplified by the tasks.

This gives the contexts and limitations of the task.

Examples of tasks from the immigrant seeking employment perspective.

Examples of tasks from the employment counsellor perspective.

Examples of tasks from the employer perspective.

Canadian Language Benchmarks

Can Do Statements for Employment

Listening and Speaking

Stage I - Basic (Benchmarks 1-4)
Basic language ability encompasses abilities that are required to communicate in common and predictable contexts about basic needs, common everyday activities and familiar topics of immediate personal relevance. In the CLB, these are referred to as non-demanding contexts of language use.

Stage II - Intermediate (Benchmarks 5-8)
Intermediate language ability encompasses abilities that allow fuller participation in a wider variety of contexts. It is the range of abilities required to function independently in most familiar situations of daily social, educational and work-related life experience, and in some less predictable contexts. In the CLB, these are referred to as moderately demanding contexts of language use.

Stage III - Advanced (Benchmarks 9-12)
Advanced language ability encompasses abilities required to communicate effectively, appropriately, accurately and fluently about most topics in a wide range of contexts and situations, from predictable to unfamiliar, from general to professionally complex and from specific to nuanced, in communicatively demanding contexts. Learners at this stage have a sense of purpose and audience when communicating (including distance, politeness and formality factors, appropriate register and style, suitable volume or length of communication, accuracy and coherence of discourse, vocabulary range and precision). At this stage, communicating can involve using language within high-stakes or high-risk social, academic and work-related contexts, and in situations in which features of the communication (such as diplomacy, tact, precision) can have significant consequences. In the CLB, these are referred to as demanding contexts of language use.

On the Phone

LEVEL 4
DEMONSTRATES THE FOLLOWING STRENGTHS AND LIMITATIONS

- Comprehension is difficult.
- Participates in very short, simple calls.
- Interactions are very brief.

I can...make and answer calls. For example...

- Find out the opening and closing hours of a business.

My client can...make and answer calls. For example...

- Ask whether or not a company is hiring.

My employee needs to...make and answer calls. For example...

- Understand or provide basic contact information (name, telephone number, time of calling).

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The Can Do Statements for Employment are intended to help learners understand the Canadian Language Benchmark levels; they are not intended for assessment purposes. For the Canadian Language Benchmark Online Self-Assessment, visit www.CLB-OSA.ca.
For further details on the Canadian Language Benchmarks, consult the CLB document, available online at www.lafrance.ca.
The Can Do Statements for Employment were developed with support from the Labour Market Integration Unit, Ministry of Citizenship & Immigration - Ontario.



Listening



Speaking



Reading



Writing

Can Do Statements for Employment

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Can Do Statements for Employment Listening and Speaking



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Intermediate language ability encompasses abilities that allow fuller participation in a wider variety of contexts. It is the range of abilities required to function independently in most familiar situations of daily social, educational and work-related life experience, and in some less predictable contexts. In the CLB, these are referred to as moderately demanding contexts of language use.

Stage III - Advanced (Benchmarks 9-12)

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On the Phone

LEVEL 4

DEMONSTRATES THE FOLLOWING STRENGTHS AND LIMITATIONS

- Comprehension is difficult.
- Participates in very short, simple calls.
- Interactions are very brief.

I can...make and answer calls. For example...

- ☐ Find out the opening and closing hours of a business.

My client can...make and answer calls. For example...

- ☐ Ask whether or not a company is hiring.

My employee needs to...make and answer calls. For example...

- ☐ Understand or provide basic contact information (name, telephone number, time of calling).

Can Do Statements for Employment Listening and Speaking



On the Phone

LEVEL 5

DEMONSTRATES THE FOLLOWING STRENGTHS AND LIMITATIONS

- Comprehends when context and topic are highly relevant and familiar.
- Participates in very short calls.
- Communication may be difficult.

I can...make and answer calls. For example...

- ☐ Listen to a message from a co-worker who is asking to switch shifts to make a decision before returning the call.

My client can...make and answer calls. For example...

- ☐ Find out the time and location of a job interview.

My employee needs to...make and answer calls. For example...

- ☐ Provide basic information on a product or service.

LEVEL 6

DEMONSTRATES THE FOLLOWING STRENGTHS AND LIMITATIONS

- Follows conversation when context and topic are relevant and familiar.
- Participates in short calls.
- Communicating with strangers may be challenging.

I can...make and answer calls. For example...

- ☐ Obtain information about a training course and share it with co-workers.

My client can...make and answer calls. For example...

- ☐ Call to make an appointment to see an employer.

My employee needs to...make and answer calls. For example...

- ☐ Call to make an appointment for a sales call.

Can Do Statements for Employment Listening and Speaking



On the Phone

LEVEL 7

DEMONSTRATES THE FOLLOWING STRENGTHS AND LIMITATIONS

- Follows most moderately complex interactions.
- Participates in routine calls.
- Clarifying unknown details may cause problems.

I can...make and answer calls. For example...

- ☐ Listen and respond to a co-worker who is asking to switch shifts because of a doctor's appointment.

My client can...make and answer calls. For example...

- ☐ Follow detailed instructions on how to get to a job interview.

My employee needs to...make and answer calls. For example...

- ☐ Follow detailed shipping instructions.

LEVEL 8

DEMONSTRATES THE FOLLOWING STRENGTHS AND LIMITATIONS

- Follows moderately complex interactions.
- Participates in brief professional calls.
- Communication can involve less familiar and some non-routine matters.

I can...make and answer calls. For example...

- ☐ Follow instructions from a help line to fix a computer issue.

My client can...make and answer calls. For example...

- ☐ Clarify the terms of a job offer.

My employee needs to...make and answer calls. For example...

- ☐ Respond to a customer complaint and reassure the customer that an order will arrive on time.

Can Do Statements for Employment Listening and Speaking



On the Phone

LEVEL 9

DEMONSTRATES THE FOLLOWING STRENGTHS AND LIMITATIONS

- Takes part in an adequate range of complex interactions.
- Communicates with some confidence in demanding or challenging non-routine work related situations.

I can...make and answer calls. For example...

- Take part in a conference call with colleagues who are discussing details of issues, such as new purchase order regulations, upcoming job vacancies, and external communication.

My client can...make and answer calls. For example...

- Negotiate the start date of a new job.

My employee needs to...make and answer calls. For example...

- Provide support to a client to resolve a technical issue.

LEVEL 10

DEMONSTRATES THE FOLLOWING STRENGTHS AND LIMITATIONS

- Takes part in an expanding range of complex interactions.
- Communicates with increasing confidence in demanding or challenging non-routine work related situations.

I can...make and answer calls. For example...

- Contribute to a conference call on how to solve a human resource workplace problem, such as, absenteeism or low employee morale.

My client can...make and answer calls. For example...

- Evaluate the pros and cons of taking voluntary redundancy with an employment specialist.

My employee needs to...make and answer calls. For example...

- Give multistep instructions regarding emergency situations.

Can Do Statements for Employment Listening and Speaking



Stage I - Basic (Benchmarks 1-4)

Basic language ability encompasses abilities that are required to communicate in common and predictable contexts about basic needs, common everyday activities and familiar topics of immediate personal relevance. In the CLB, these are referred to as non-demanding contexts of language use.

Stage II - Intermediate (Benchmarks 5-8)

Intermediate language ability encompasses abilities that allow fuller participation in a wider variety of contexts. It is the range of abilities required to function independently in most familiar situations of daily social, educational and work-related life experience, and in some less predictable contexts. In the CLB, these are referred to as moderately demanding contexts of language use.

Stage III - Advanced (Benchmarks 9-12)

Advanced language ability encompasses abilities required to communicate effectively, appropriately, accurately and fluently about most topics in a wide range of contexts and situations, from predictable to unfamiliar, from general to professionally complex and from specific to nuanced, in communicatively demanding contexts. Learners at this stage have a sense of purpose and audience when communicating (including distance, politeness and formality factors, appropriate register and style, suitable volume or length of communication, accuracy and coherence of discourse, vocabulary range and precision). At this stage, communicating can involve using language within high-stakes or high-risk social, academic and work-related contexts, and in situations in which features of the communication (such as diplomacy, tact, precision) can have significant consequences. In the CLB, these are referred to as demanding contexts of language use.

Taking Part in Meetings

LEVEL 4

DEMONSTRATES THE FOLLOWING STRENGTHS AND LIMITATIONS

- Communicates one-on-one or in small supportive groups in an informal, non-demanding context related to topics of personal relevance.

I can...participate in work-related conversations or meetings. For example...

- ☐ Ask a co-worker general questions during an orientation day for a new job.

My client can...participate in work-related conversations or meetings. For example...

- ☐ Work with a counselor to prepare for an interview.

My employee needs to...participate in work-related conversations or meetings. For example...

- ☐ Provide a daily update to the manager on how work is going by providing factual information.

Can Do Statements for Employment Listening and Speaking



Taking Part in Meetings

LEVEL 5

DEMONSTRATES THE FOLLOWING STRENGTHS AND LIMITATIONS

- Communicates in familiar small groups in an informal to somewhat formal, moderately demanding context related to relevant, everyday topics.

I can...participate in work-related conversations or meetings. For example...

- Take part in a small group discussion with co-workers on shift times and preferences.

My client can...participate in work-related conversations or meetings. For example...

- Participate in a job search workshop with other job seekers.

My employee needs to...participate in work-related conversations or meetings. For example...

- Take part in small team discussions on working safely.

LEVEL 6

DEMONSTRATES THE FOLLOWING STRENGTHS AND LIMITATIONS

- Communicates in mostly familiar small groups in an informal to somewhat formal, moderately demanding context related to relevant topics and life experience.

I can...participate in work-related conversations or meetings. For example...

- Propose holding a team-building social activity to co-workers.

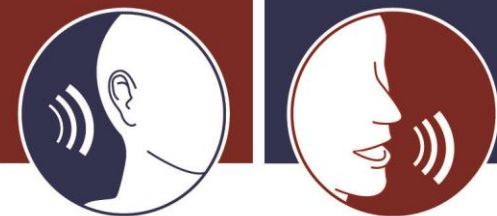
My client can...participate in work-related conversations or meetings. For example...

- Engage in a 1-1 mock panel interview.

My employee needs to...participate in work-related conversations or meetings. For example...

- Take part in a training session and respond appropriately to follow-up training activities.

Can Do Statements for Employment Listening and Speaking



Taking Part in Meetings

LEVEL 7

DEMONSTRATES THE FOLLOWING STRENGTHS AND LIMITATIONS

- Communicates in somewhat familiar small groups in an informal to formal, moderately demanding context related to relevant topics, general knowledge and life experience.

I can...participate in work-related conversations or meetings. For example...

- Participate in a union meeting to discuss working conditions.

My client can...participate in work-related conversations or meetings. For example...

- Participate in a training session about Canadian workplace culture and make comparisons with own culture.

My employee needs to...participate in work-related conversations or meetings. For example...

- Participate in a discussion amongst co-workers trying to solve a problem.

LEVEL 8

DEMONSTRATES THE FOLLOWING STRENGTHS AND LIMITATIONS

- Communicates with multiple speakers or in unfamiliar groups in an informal to formal, moderately demanding context in specialized or work-related situations related to specialized or technical matters.

I can...participate in work-related conversations or meetings. For example...

- Lead my team in a group meeting to request a time extension for a very demanding project.

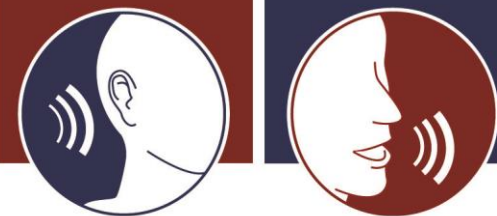
My client can...participate in work-related conversations or meetings. For example...

- Participate in a panel interview and provide detailed examples of past successes.

My employee needs to...participate in work-related conversations or meetings. For example...

- Take part in a team meeting to listen to the supervisor express dissatisfaction regarding the team's work and respond to the criticisms.

Can Do Statements for Employment Listening and Speaking



Taking Part in Meetings

LEVEL 9

DEMONSTRATES THE FOLLOWING STRENGTHS AND LIMITATIONS

- Communicates with peers and authority figures one-on-one or in groups in an informal to formal, demanding context related to unfamiliar, abstract, conceptual or technical matters.

I can...participate in work-related conversations or meetings. For example...

- ☐ Be assertive in staff meetings when others seem indifferent.

My client can...participate in work-related conversations or meetings. For example...

- ☐ Make a formal presentation to demonstrate a new business idea.

My employee needs to...participate in work-related conversations or meetings. For example...

- ☐ Co-facilitate a staff meeting, ensuring that everyone has a chance to speak and clarifying as required.

LEVEL 10

DEMONSTRATES THE FOLLOWING STRENGTHS AND LIMITATIONS

- Communicates with peers and authority figures one-on-one or in groups in an informal to formal, demanding context related to unfamiliar, abstract, conceptual or technical matters.

I can...participate in work-related conversations or meetings. For example...

- ☐ Respond appropriately to sarcastic or patronizing remarks from others in the meeting.

My client can...participate in work-related conversations or meetings. For example...

- ☐ Present self in a selection interview, field questions about responses to problem solving and respond to scenario-based questions.

My employee needs to...participate in work-related conversations or meetings. For example...

- ☐ Co-facilitate a discussion in a large formal group, ensuring that everyone has a chance to speak and clarifying as required.

Can Do Statements for Employment Listening and Speaking



Stage I - Basic (Benchmarks 1-4)

Basic language ability encompasses abilities that are required to communicate in common and predictable contexts about basic needs, common everyday activities and familiar topics of immediate personal relevance. In the CLB, these are referred to as non-demanding contexts of language use.

Stage II - Intermediate (Benchmarks 5-8)

Intermediate language ability encompasses abilities that allow fuller participation in a wider variety of contexts. It is the range of abilities required to function independently in most familiar situations of daily social, educational and work-related life experience, and in some less predictable contexts. In the CLB, these are referred to as moderately demanding contexts of language use.

Stage III - Advanced (Benchmarks 9-12)

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Work Safely

LEVEL 4

DEMONSTRATES THE FOLLOWING STRENGTHS AND LIMITATIONS

- Understands an expanded range of factual details and some implied meanings in non-demanding contexts.
- Communicates basic information.

I can...understand and respond. For example...

- ☐ Follow and give short instructions on hand washing procedures.

My client can...understand and respond. For example...

- ☐ Respond to a warning about a by-law infraction.

My employee needs to...understand and respond. For example...

- ☐ Understand rules about smoking in the workplace.

Can Do Statements for Employment Listening and Speaking



Work Safely

LEVEL 5

DEMONSTRATES THE FOLLOWING STRENGTHS AND LIMITATIONS

- Understands overall meaning or intent of concrete communication in moderately demanding contexts.
- Communicates concrete information about needs and familiar topics of personal relevance.

I can...understand and respond. For example...

- ☐ Give advice to a co-worker about taking the day off because of sickness.

My client can...understand and respond. For example...

- ☐ Ask advice about working in an unsafe situation.

My employee needs to...understand and respond. For example...

- ☐ Follow instructions on fire safety procedures.

LEVEL 6

DEMONSTRATES THE FOLLOWING STRENGTHS AND LIMITATIONS

- Understands overall meaning or intent including some abstract concepts related to life experience in moderately demanding contexts.
- Communicates concrete information in some detail about needs and familiar topics of personal relevance.

I can...understand and respond. For example...

- ☐ Make and accept suggestions about workplace health and safety such as recommending the wearing of gloves.

My client can...understand and respond. For example...

- ☐ Understand a short awareness video about basic safety procedures at work.

My employee needs to...understand and respond. For example...

- ☐ Explain to co-workers what to do if the fire alarm sounds.

Can Do Statements for Employment Listening and Speaking



Work Safely

LEVEL 7

DEMONSTRATES THE FOLLOWING STRENGTHS AND LIMITATIONS

- Understands overall meaning and intent including some abstract concepts related to general knowledge in moderately demanding contexts.
- Communicates concrete and some abstract information in an expanding range of familiar topics.

I can...understand and respond. For example...

- ☐ Give instructions to new co-worker on what to do if there is a chemical spill.

My client can...understand and respond. For example...

- ☐ Listen to a short presentation about worker health and safety rules and regulations and ask questions.

My employee needs to...understand and respond. For example...

- ☐ Understand a safety expert describe how to handle a new dangerous material at work to determine appropriate actions.

LEVEL 8

DEMONSTRATES THE FOLLOWING STRENGTHS AND LIMITATIONS

- Understands overall meaning and intent including some abstract concepts related to specialized situations in moderately demanding contexts.
- Communicates concrete and some abstract information on an expanded range of familiar topics.

I can...understand and respond. For example...

- ☐ Follow medical instructions given over the phone for someone who has fallen, until an ambulance arrives.

My client can...understand and respond. For example...

- ☐ Understand information about salary protection and employment retention in the case of an accident in the workplace.

My employee needs to...understand and respond. For example...

- ☐ Answer questions about personal workplace practices asked by a Health and Safety Officer during an inspection.

Can Do Statements for Employment Listening and Speaking



Work Safely

LEVEL 9

DEMONSTRATES THE FOLLOWING STRENGTHS AND LIMITATIONS

- Understands a range of concrete, abstract and technical language for some demanding contexts.
- Communicates concrete and some abstract information on complex, abstract and general topics in challenging non-routine work.

I can...understand and respond. For example...

- ☐ Negotiate an agreement with senior management to improve working conditions that apply to a particular, personal health concern, such as a food allergy.

My client can...understand and respond. For example...

- ☐ Understand detailed instructions for recourse after a declined insurance claim request for an accident in the workplace.

My employee needs to...understand and respond. For example...

- ☐ Give complex instructions to colleagues on how to safely carry out a workplace task, such as an emergency evacuation.

LEVEL 10

DEMONSTRATES THE FOLLOWING STRENGTHS AND LIMITATIONS

- Understands an expanding range of concrete, abstract and technical language for demanding contexts.
- Communicates concrete and some abstract information on complex, abstract and general topics in challenging non-routine work.

I can...understand and respond. For example...

- ☐ Follow complex medical instructions given over the phone to treat a co-worker who has been seriously injured or who is very ill.

My client can...understand and respond. For example...

- ☐ Listen to a mediator who relates an employer's offer to resolve a harassment problem at work; critically evaluate the offer in order to determine whether or not to pursue with a formal complaint.

My employee needs to...understand and respond. For example...

- ☐ Train a colleague on how to carry out a high-stakes health intervention at work, such as administering epinephrine or using a defibrillator.

Can Do Statements for Employment Reading and Writing



Stage I - Basic (Benchmarks 1-4)

Basic language ability encompasses abilities that are required to communicate in common and predictable contexts about basic needs, common everyday activities and familiar topics of immediate personal relevance. In the CLB, these are referred to as non-demanding contexts of language use.

Stage II - Intermediate (Benchmarks 5-8)

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Work Safely

LEVEL 4

DEMONSTRATES THE FOLLOWING STRENGTHS AND LIMITATIONS

- Gets the overall meaning.
- Is able to communicate a simple message.

I can...understand and respond. For example...

- ☐ Follow fire evacuation rules posted on a wall.

My client can...understand and respond. For example...

- ☐ Read and follow instructions to get to a medical clinic.

My employee needs to...understand and respond. For example...

- ☐ Read and follow instructions for safe handwashing practices.

Can Do Statements for Employment Reading and Writing



Work Safely

LEVEL 5

DEMONSTRATES THE FOLLOWING STRENGTHS AND LIMITATIONS

- Finds some information to make comparisons and occasionally guesses the meaning of unknown terms.
- Communicates some moderately complex messages.

I can...understand and respond. For example...

- ☐ Follow written instructions on how to unclog a drain.

My client can...understand and respond. For example...

- ☐ Read a brochure about employment standards.
- ☐ Complete a medical history form.

My employee needs to...understand and respond. For example...

- ☐ Read and follow a memo about not wearing scented products in the workplace.
- ☐ Fill out an accident report form.

LEVEL 6

DEMONSTRATES THE FOLLOWING STRENGTHS AND LIMITATIONS

- Finds specific, detailed information for comparing and contrasting.
- Communicates an increasing range of moderately complex messages.

I can...understand and respond. For example...

- ☐ Read and understand warnings on a chemical product.

My client can...understand and respond. For example...

- ☐ Read about the benefits of getting the flu shot to decide whether or not to get one.

My employee needs to...understand and respond. For example...

- ☐ Follow written safety and security instructions about letting strangers into the building.
- ☐ Write a memo to remind staff of the rules about non-authorized people in the workplace.

Can Do Statements for Employment Reading and Writing



Work Safely

LEVEL 7

DEMONSTRATES THE FOLLOWING STRENGTHS AND LIMITATIONS

- Finds, integrates, compares and contrasts information.
- Communicates most moderately complex messages.

I can...understand and respond. For example...

- ☐ Obtain information from public health advisories on getting my child vaccinated.
- ☐ Write an email to my supervisor to explain my concerns and to point out dangerous working conditions.
- ☐ Read two different health insurance plans to determine which one best suits my needs.

My client can...understand and respond. For example...

- ☐ Complete a workplace safety benefit claim form providing details of injuries and family concerns.

My employee needs to...understand and respond. For example...

- ☐ Read and follow instructions on how to prevent computer viruses and how to remove one.
- ☐ Write a brief report on how a computer virus impacted on your department.

LEVEL 8

DEMONSTRATES THE FOLLOWING STRENGTHS AND LIMITATIONS

- Finds, integrates, compares, contrasts and analyzes information.
- Communicates moderately complex messages.

I can...understand and respond. For example...

- ☐ Read and follow the procedure for cardiopulmonary resuscitation (CPR) to write first aid test.

My client can...understand and respond. For example...

- ☐ Access and interpret online tables to determine eligibility for disability allowance.
- ☐ Complete a Long Term Disability claim form including medical history and recent medical exam results.

My employee needs to...understand and respond. For example...

- ☐ Read the data on a new workplace product to identify hazardous reactions and emergency procedures.
- ☐ Write detailed notes about the safe use of the workplace product to share with the team.

Can Do Statements for Employment Reading and Writing



Work Safely

LEVEL 9

DEMONSTRATES THE FOLLOWING STRENGTHS AND LIMITATIONS

- Uses inference to integrate several pieces of stated information across paragraphs or sections of text.
- Communicates some complex messages, adjusting length to suit the requirements of the task.

I can...understand and respond. For example...

- ☐ Read the details in insurance contracts to determine rights and coverage.
- ☐ Summarize the information to inform a decision.

My client can...understand and respond. For example...

- ☐ Read and understand documents about workplace harassment to determine if a complaint is justified.
- ☐ Write a note asking for clarification of some points.

My employee needs to...understand and respond. For example...

- ☐ Read and understand government compliance regulations for health and safety.
- ☐ Complete a detailed problem report form.

LEVEL 10

DEMONSTRATES THE FOLLOWING STRENGTHS AND LIMITATIONS

- Uses inference to integrate several pieces of stated and implied information throughout the text.
- Communicates an expanding range of complex messages, adjusting length to suit the requirements of the task.

I can...understand and respond. For example...

- ☐ Use electrical and building codes as a contractor.
- ☐ Respond to a claim that codes were not followed.

My client can...understand and respond. For example...

- ☐ Evaluate legal documents related to a disability claim to make decisions about legal proceedings.
- ☐ Respond to adjustment letters for a disability claim.

My employee needs to...understand and respond. For example...

- ☐ Extract information from a policy and procedures manual to reorganize the information into step-by-step procedures.

Can Do Statements for Employment Listening and Speaking



Stage I - Basic (Benchmarks 1-4)

Basic language ability encompasses abilities that are required to communicate in common and predictable contexts about basic needs, common everyday activities and familiar topics of immediate personal relevance. In the CLB, these are referred to as non-demanding contexts of language use.

Stage II - Intermediate (Benchmarks 5-8)

Intermediate language ability encompasses abilities that allow fuller participation in a wider variety of contexts. It is the range of abilities required to function independently in most familiar situations of daily social, educational and work-related life experience, and in some less predictable contexts. In the CLB, these are referred to as moderately demanding contexts of language use.

Stage III - Advanced (Benchmarks 9-12)

Advanced language ability encompasses abilities required to communicate effectively, appropriately, accurately and fluently about most topics in a wide range of contexts and situations, from predictable to unfamiliar, from general to professionally complex and from specific to nuanced, in communicatively demanding contexts. Learners at this stage have a sense of purpose and audience when communicating (including distance, politeness and formality factors, appropriate register and style, suitable volume or length of communication, accuracy and coherence of discourse, vocabulary range and precision). At this stage, communicating can involve using language within high-stakes or high-risk social, academic and work-related contexts, and in situations in which features of the communication (such as diplomacy, tact, precision) can have significant consequences. In the CLB, these are referred to as demanding contexts of language use.

Working with Others

LEVEL 4

DEMONSTRATES THE FOLLOWING STRENGTHS AND LIMITATIONS

- Understands with considerable effort simple formal and informal communication on topics of personal relevance.
- Communicates information about common, everyday activities, experiences, wants and needs.

I can...communicate with others in a work related setting. For example...

- ☐ Introduce a new co-worker to the receptionist.
- ☐ Respond to a colleague's comment about what they did on the weekend.

My client can...communicate with others in a work related setting. For example...

- ☐ Understand and respond to simple questions (when, where, how long....), such as about previous work experience.

My employee needs to...communicate with others in a work related setting. For example...

- ☐ Follow or give instructions to a co-worker for a basic task at work, such as how to make a photocopy, clean a piece of equipment, or prepare food.

Can Do Statements for Employment Listening and Speaking



Working with Others

LEVEL 5

DEMONSTRATES THE FOLLOWING STRENGTHS AND LIMITATIONS

- Understands with some effort, the gist of moderately complex, concrete formal and informal communication.
- Communicates with some effort in short, routine, social situations about needs and familiar topics of personal relevance.

I can...communicate with others in a work related setting. For example...

- ☐ Invite a co-worker to lunch.
- ☐ Accept or decline an invitation to lunch with a co-worker.

My client can...communicate with others in a work related setting. For example...

- ☐ Provide factual details to an employment counselor about the types of tasks done in a previous job.

My employee needs to...communicate with others in a work related setting. For example...

- ☐ Give and follow instructions on how to use a piece of machinery.

LEVEL 6

DEMONSTRATES THE FOLLOWING STRENGTHS AND LIMITATIONS

- Understands most moderately complex formal and informal communication, including some abstract concepts and ideas related to life experience.
- Communicates with some confidence in routine social situations and presents concrete information in some detail about familiar topics of personal relevance.

I can...communicate with others in a work related setting. For example...

- ☐ Apologize for arriving late to a team meeting and provide the reason why.

My client can...communicate with others in a work related setting. For example...

- ☐ Answer questions about educational background, work experience and skills in an interview.

My employee needs to...communicate with others in a work related setting. For example...

- ☐ Obtain information about what to do in an emergency to share with co-workers.

Can Do Statements for Employment Listening and Speaking



Working with Others

LEVEL 7

DEMONSTRATES THE FOLLOWING STRENGTHS AND LIMITATIONS

- Understands most moderately complex formal and informal communication, including some abstract concepts and ideas related to general knowledge and life experience.
- Communicates with some confidence in many routine work situations and presents concrete and some abstract information on an expanding range of familiar topics.

I can...communicate with others in a work related setting. For example...

- ☐ Speak to a supervisor to express dissatisfaction with the work schedule.

My client can...communicate with others in a work related setting. For example...

- ☐ Give feedback to other participants in a job-search workshop on their presentations.

My employee needs to...communicate with others in a work related setting. For example...

- ☐ Participate in team meetings to improve processes.

LEVEL 8

DEMONSTRATES THE FOLLOWING STRENGTHS AND LIMITATIONS

- Understands moderately complex formal and informal communication, including some abstract concepts and ideas related to specialized or work-related situations.
- Communicates with confidence in most routine work situations and presents concrete and some abstract information on an expanded range of familiar topics.

I can...communicate with others in a work related setting. For example...

- ☐ Speak to a colleague to resolve a conflict about work responsibilities.

My client can...communicate with others in a work related setting. For example...

- ☐ Participate in a debrief with an employer to find out the reasons for not being hired.

My employee needs to...communicate with others in a work related setting. For example...

- ☐ Participate in a performance review and provide examples of working as part of a team.

Can Do Statements for Employment Listening and Speaking



Working with Others

LEVEL 9

DEMONSTRATES THE FOLLOWING STRENGTHS AND LIMITATIONS

- Understands an adequate range of complex formal and informal communication, including specialized topics in own field.
- Communicates with some confidence in demanding or challenging non-routine work situations, and presents information about complex, abstract and general topics.

I can...communicate with others in a work related setting. For example...

- Meet with co-workers to discuss work assignments and coordinate tasks on a new and unfamiliar project.

My client can...communicate with others in a work related setting. For example...

- Participate in a discussion between employment counselors and job seekers about barriers to employment to address concerns and propose solutions on how to overcome them.

My employee needs to...communicate with others in a work related setting. For example...

- Manage a discussion between colleagues about an upcoming project in order to coordinate teamwork.

LEVEL 10

DEMONSTRATES THE FOLLOWING STRENGTHS AND LIMITATIONS

- Understands an expanding range of complex, detailed formal and informal communication, including specialized topics in own field.
- Communicates with increasing confidence in demanding or challenging non-routine work situations, and presents information about complex, abstract and general topics.

I can...communicate with others in a work related setting. For example...

- Use non-aggressive language to lead a discussion amongst team members to reduce absenteeism.

My client can...communicate with others in a work related setting. For example...

- Understand and evaluate a panel discussion on the pros and cons of running a business to determine whether this is a viable future employment option.

My employee needs to...communicate with others in a work related setting. For example...

- Be part of an advisory committee considering a proposal to reduce the workforce.

Can Do Statements for Employment Reading and Writing



Stage I - Basic (Benchmarks 1-4)

Basic language ability encompasses abilities that are required to communicate in common and predictable contexts about basic needs, common everyday activities and familiar topics of immediate personal relevance. In the CLB, these are referred to as non-demanding contexts of language use.

Stage II - Intermediate (Benchmarks 5-8)

Intermediate language ability encompasses abilities that allow fuller participation in a wider variety of contexts. It is the range of abilities required to function independently in most familiar situations of daily social, educational and work-related life experience, and in some less predictable contexts. In the CLB, these are referred to as moderately demanding contexts of language use.

Stage III - Advanced (Benchmarks 9-12)

Advanced language ability encompasses abilities required to communicate effectively, appropriately, accurately and fluently about most topics in a wide range of contexts and situations, from predictable to unfamiliar, from general to professionally complex and from specific to nuanced, in communicatively demanding contexts. Learners at this stage have a sense of purpose and audience when communicating (including distance, politeness and formality factors, appropriate register and style, suitable volume or length of communication, accuracy and coherence of discourse, vocabulary range and precision). At this stage, communicating can involve using language within high-stakes or high-risk social, academic and work-related contexts, and in situations in which features of the communication (such as diplomacy, tact, precision) can have significant consequences. In the CLB, these are referred to as demanding contexts of language use.

Working with Others

LEVEL 4

DEMONSTRATES THE FOLLOWING STRENGTHS AND LIMITATIONS

- Understands short, simple texts related to familiar routine everyday topics of personal relevance.
- Writes short, simple texts about personal experience and familiar topics related to experience.

I can...communicate with others in a work related setting. For example...

- ☐ Email a co-worker to say that I will be on vacation for the next week.

My client can...communicate with others in a work related setting. For example...

- ☐ Read and respond to a clearly formatted email providing date, time and location of an interview.

My employee needs to...communicate with others in a work related setting. For example...

- ☐ Follow basic safety rules on a workplace poster.

Can Do Statements for Employment Reading and Writing



Working with Others

LEVEL 5

DEMONSTRATES THE FOLLOWING STRENGTHS AND LIMITATIONS

- Understands simple and some moderately complex texts in predictable, practical and relevant work-related situations.
- Writes short, simple to moderately complex descriptions, narrations and communications about familiar, concrete topics related to daily life and experience.

I can...communicate with others in a work related setting. For example...

- ☐ Fill out a form requesting a day off, explaining why it is being requested.

My client can...communicate with others in a work related setting. For example...

- ☐ Follow instructions to complete a brief job application form.

My employee needs to...communicate with others in a work related setting. For example...

- ☐ Complete a message pad form with information from a telephone call for an absent co-worker.

LEVEL 6

DEMONSTRATES THE FOLLOWING STRENGTHS AND LIMITATIONS

- Understands an adequate range of moderate complexity in predictable, practical and relevant work-related situations.
- Writes short, moderately complex descriptions, narrations and communications about familiar, concrete topics related to personal interests and experience.

I can...communicate with others in a work related setting. For example...

- ☐ Write an email to a supervisor asking to work from home next week and giving reasons.

My client can...communicate with others in a work related setting. For example...

- ☐ Take notes during a presentation in a workplace preparation course on interview tips.

My employee needs to...communicate with others in a work related setting. For example...

- ☐ Read and follow instructions about workplace attendance policies such as asking for time off, punctuality and overtime.

Can Do Statements for Employment Reading and Writing



Working with Others

LEVEL 7

DEMONSTRATES THE FOLLOWING STRENGTHS AND LIMITATIONS

- Understands an expanding range of moderately complexity in less predictable, but relevant work-related situations.
- Writes clear, moderately complex texts on concrete topics within predictable, practical and relevant contexts of work-related life experience.

I can...communicate with others in a work related setting. For example...

- ☐ Read and respond to an email from a supervisor who is off sick and offer to take on extra work.

My client can...communicate with others in a work related setting. For example...

- ☐ Read and follow instructions from a regulatory body explaining how to have credentials recognized in Canada.

My employee needs to...communicate with others in a work related setting. For example...

- ☐ Read and respond to an email or letter from a customer containing a complaint.

LEVEL 8

DEMONSTRATES THE FOLLOWING STRENGTHS AND LIMITATIONS

- Understands most moderately complex texts, in less predictable but relevant work-related situations.
- Writes clear, moderately complex texts on familiar concrete and some abstract topics within predictable, practical and relevant contexts of work-related life experience.

I can...communicate with others in a work related setting. For example...

- ☐ Respond to an email from the team lead who requests a delivery date be moved up and explain why this is difficult.

My client can...communicate with others in a work related setting. For example...

- ☐ Write a resume and formal cover letter to a human resources manager in response to a job advertisement and request an interview.

My employee needs to...communicate with others in a work related setting. For example...

- ☐ Read a workplace policy manual to determine how to address a customer's formal complaint and write a brief summary of the steps to take to share with your supervisor.

Can Do Statements for Employment Reading and Writing



Working with Others

LEVEL 9

DEMONSTRATES THE FOLLOWING STRENGTHS AND LIMITATIONS

- Understands an adequate range of complex texts in some unpredictable contexts and on some unfamiliar topics.
- Writes formal and informal texts of some complexity for an adequate range of purposes and tasks in routine but demanding situations.

I can...communicate with others in a work related setting. For example...

- ☐ Prepare an agenda and take minutes in a team meeting to share with others.

My client can...communicate with others in a work related setting. For example...

- ☐ Write a short update report for a counselor on job search progress; Include initiatives taken to date, services contacted and received and jobs applied for.

My employee needs to...communicate with others in a work related setting. For example...

- ☐ Confirm and clarify in writing understanding of a procedure to install new computer software.

LEVEL 10

DEMONSTRATES THE FOLLOWING STRENGTHS AND LIMITATIONS

- Understands an expanding range of complex and multi-purpose texts in many unpredictable contexts and on many unfamiliar topics.
- Writes complex formal and informal texts for a broadening range of purposes and tasks in mostly routine but demanding situations.

I can...communicate with others in a work related setting. For example...

- ☐ Write a summary of a complex meeting to share with others.

My client can...communicate with others in a work related setting. For example...

- ☐ Write a report explaining a problem related to credential recognition, including steps taken thus far. Propose a solution and request support with specific activities.

My employee needs to...communicate with others in a work related setting. For example...

- ☐ Read two or more multi-page proposals from different service providers to determine which provider offers the most cost effective and suitable solution and make a written recommendation.