

# Resource Catalogue

## Language & Skills Training

## EAL LITERACY SERIES

### Changing Lanes EAL Literacy Series

*Changing Lanes* is a seven-book reading series specifically designed for adults at Canadian Language Benchmark (CLB) 1 Literacy. Each story is told from the perspective of a recent immigrant to Canada.

They can be read as a series or each story can be used as a “stand alone” lesson. The stories are centered on life skills and include accompanying activities. These activities help to build vocabulary, check comprehension and reinforce the content and language structures.

Activities include:

- Filling in the missing letters and words
- Matching words to a picture
- Speaking exercises and role plays
- Putting words in the correct order
- Reading comprehension

**Individual Books - \$20.00 each**

**Set of 7 Books - \$90.00**

## LINC CURRICULUM GUIDELINES

### LINC Community Language: Curriculum Guidelines CLB 1-3 (CD)

These Curriculum Guidelines provide direction for EAL instructors working in LINC programs or programs that help newcomers build language skills for integration into the community by providing a clear framework of themes and topics that are aligned to the CLB outcomes at levels 1-3. These guidelines help to ensure that lesson plans are deliberately targeted to improve all four skills and to meet the objectives of the program.

Outcomes are listed for each skill and relate directly to the theme and topic. Sample language, tasks, experiential outings and guest speakers are suggested to assist in lesson planning.

Themes include Getting Around, Community Services, Health, Canada, Shopping and Banking and more.

**Curriculum Guidelines CLB 1-3 (CD) - \$90.00**

## THROUGH THE LENS

### Helping Newcomers Speak about Racism and Discrimination in Canada

*Through the Lens* is an EAL friendly resource book to help learners become more aware of racism and discrimination in Canada. This resource is for learners whose language skills are at CLB 4 and above.

This resource includes the following sections:

- Sample Lesson Plan
- Language Focus
- Language Activity Notes
- Language Activities
- 20 Scenarios
- Exploring the Scenarios
- Answer Key

The language focus of this resource will help learners to:

- Discuss the scenarios in a way in which they can express their opinions
- Have conversations in tactful and skillful ways
- Express their feelings regarding past incidents they might have experienced

**Resource Book - \$50.00**

### LINC Community Language: Curriculum Guidelines CLB 4-6 (CD)

These Curriculum Guidelines provide direction for EAL instructors working in LINC programs or programs that help newcomers build language skills for integration into the community by providing a clear framework of themes and topics that are aligned to the CLB outcomes at levels 4-6. These guidelines help to ensure that lesson plans are deliberately targeted to improve all four skills and to meet the objectives of the program.

Outcomes are listed for each skill and relate directly to the theme and topic. Sample language, tasks, experiential outings and guest speakers are suggested to assist in lesson planning.

Themes include Banking and Finances, Education, Global Issues, Employment, Canadian Law and more.

**Curriculum Guidelines CLB 4-6 (CD) - \$90.00**

## WORKPLACE COMMUNICATION EAL CURRICULA

### Communication for Internationally Educated Healthcare Professionals

Communication for Internationally Educated Healthcare Professionals focuses on the communication needs of healthcare professional immigrants in Canada. The curriculum is designed to give learners the communication skills to navigate various work related settings with ease and professionalism. The curriculum comes with an instructor manual, student workbook and a medical terminology guide. All activities are benchmarked and incorporate Essential Skills. Learners should have a language level of CLB 6 or higher.

Sample modules and exercises:

#### 1. Communicating with Patients

- Conducting patient consultations, taking patient histories, asking physical examination questions, giving instructions to patients, etc.
- Describing medical conditions, diseases and symptoms
- Communicating for reassurance, empathy, giving bad news

*Exercises include:*

- Situational role-plays between healthcare professionals and patients
- Colloquial language for ailments and diseases
- Listening comprehension exercises

#### 2. The Language of Management

- Interacting with colleagues in an interdisciplinary team
- Giving and receiving effective feedback
- Collaborating with colleagues and resolving conflict

*Exercises include:*

- Effective feedback role-plays
- Common language functions for conflict resolution
- Authentic reading comprehension exercises

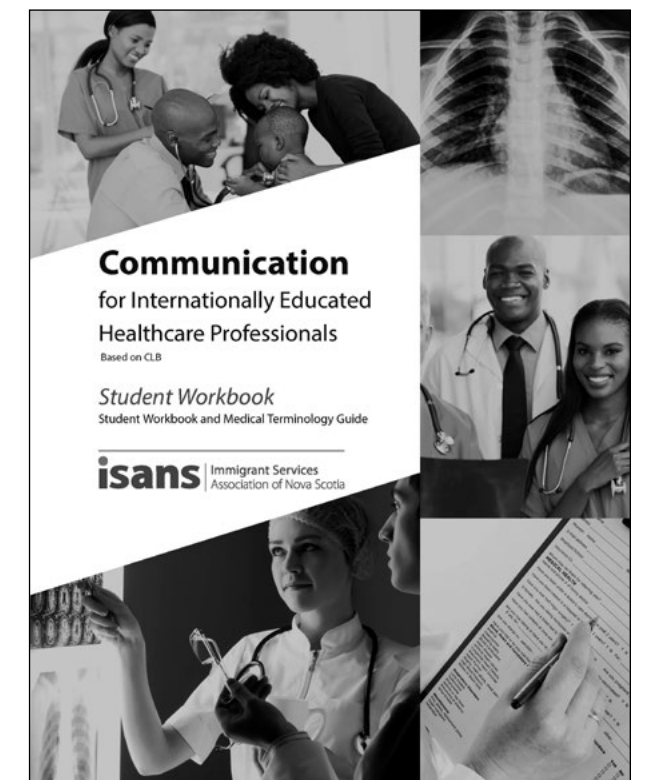
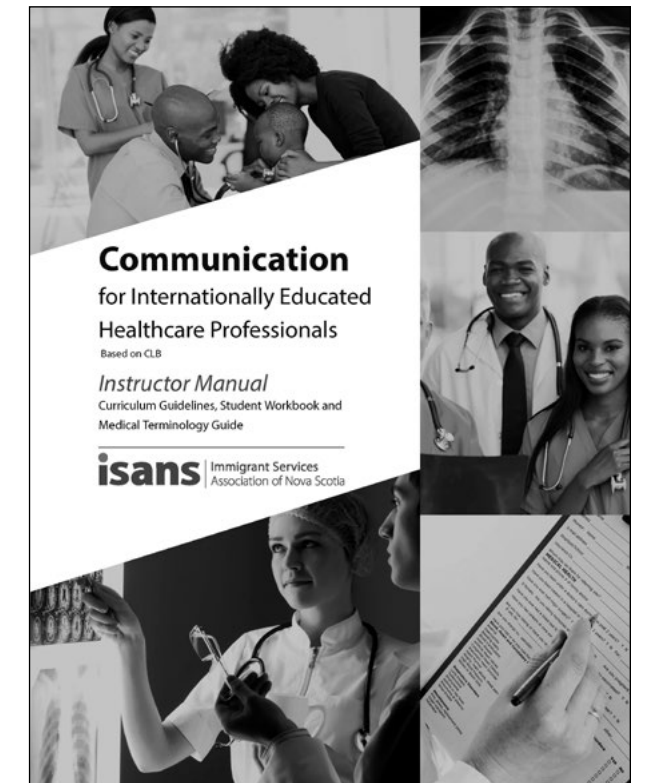
#### 3. Medical Administration

- Identifying and completing medical forms
- Using language for describing trends in a medical context
- Recognizing and using inclusive language

*Exercises include:*

- Medical abbreviations and acronyms
- Injury reports and form usage
- Memorandums, emails and business letters

**Instructor Manual (Curriculum Guidelines, Student Workbook and Terminology Guide) - \$300.00**  
**Student Workbook and Terminology Guide - \$100.00**



## Orientation & Communication Skills for Engineers

Orientation and Communication Skills for Engineers is a manual for internationally trained engineers and technical professionals who are immigrants to Canada. The curriculum will give learners the knowledge and confidence to work in any technical profession in Canada. The manual contains various professional tips, employment resources and independent check-lists to ensure that learners have everything they need to succeed! All activities are benchmarked and incorporate Essential Skills. Learners should have a language level of CLB 6 or higher.

Sample modules and exercises:

### 1. Culture & Ethics

- Comparing cultural norms and values
- Defining ethics and articulating their role in professional engineering in Canada
- Understanding health and safety responsibilities

*Exercises include:*

- Professional Practice analysis and discussion
- Case studies around ethical challenges
- Authentic reading comprehension exercises

### 2. Technical Writing

- Writing Engineering Experience Records
- Describing trends, data and facts
- Writing instructions and technical reports

*Exercises include:*

- Engineering Experience Records review and analysis
- Writing instructions and articulating numbers
- Describing trends from authentic charts and graphs

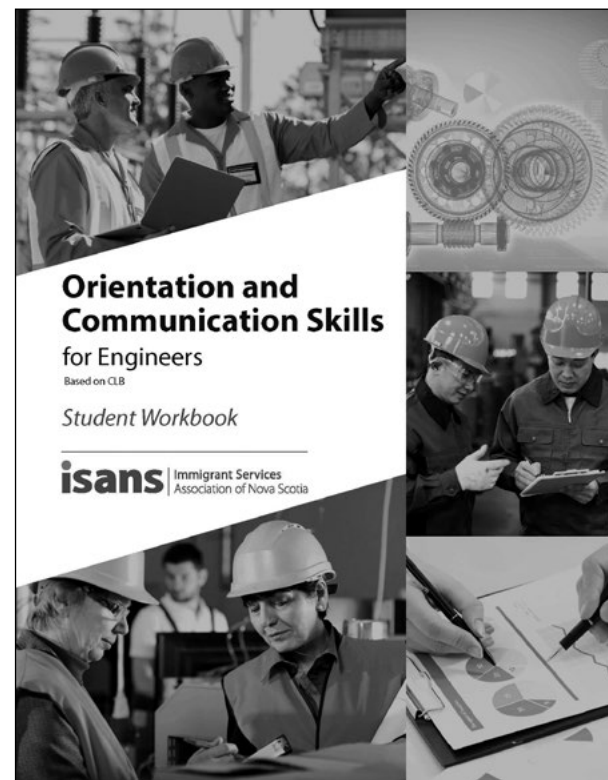
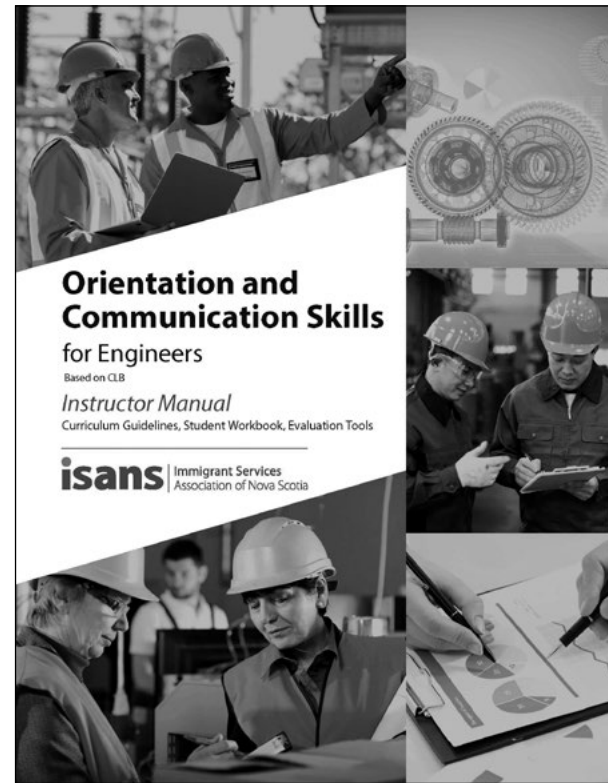
### 3. Employment Workshop

- Writing resumes and cover letters
- Creating a networking pitch
- Practicing job interview questions

*Exercises include:*

- Tailoring a resume for a specific job
- The networking pitch
- How to predict interview questions

**Instructor Manual (Curriculum Guidelines, Student Workbook and Assessment Tools) - \$300.00**  
**Student Workbook - \$100.00**



## Communication for Work & Business

Communication for Work and Business covers the vital communication skills needed to succeed in the Canadian workforce. The aim of the curriculum and exercises is to give learners the ability to communicate with confidence in different professional capacities. All activities are benchmarked and incorporate Essential Skills. Learners should have a language level of CLB 6 or higher.

Sample modules and exercises:

### 1. Communication and Networking Skills

- Making small talk and using appropriate social language
- Listening effectively to your colleagues
- Building relationships in the workplace

*Exercises include:*

- Small talk scenarios and role-plays
- Common language functions and idioms for small talk
- Relationship building quiz and discussion

### 2. Business Writing

- Writing effective business letters, emails and memos
- Using inclusive language
- Identifying common business abbreviations, acronyms and symbols

*Exercises include:*

- Letters of inquiry, response, apology, complaint, etc.
- Good email etiquette
- Using numbers in business writing

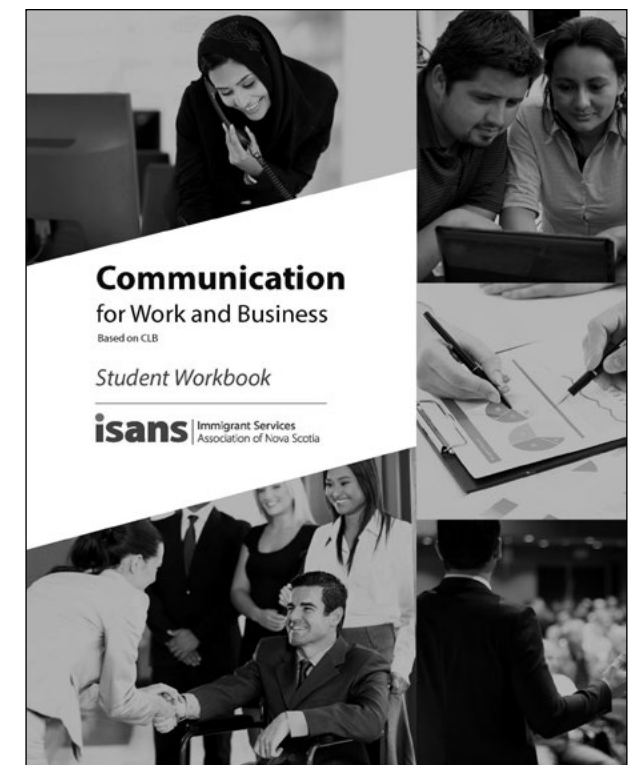
### 3. Customer Service Language

- Identifying good levels of customer service
- Dealing with difficult customers
- Using common language functions for customer service

*Exercises include:*

- Customer service role-plays
- Common language functions for good customer service
- How to handle difficult customers

**Instructor Manual (Curriculum Guidelines, Student Workbook and Terminology Guide) - \$300.00**  
**Student Workbook and Terminology Guide - \$100.00**



## Language Learning Strategies

Language Learning Strategies is for all professional immigrants to Canada who wish to successfully integrate into the Canadian workforce. The goal is to learn strategies that they can take beyond the walls of the classroom. In this advanced language program learners practice all aspects of their English proficiency, culminating in an integrated final project. All activities are benchmarked and incorporate Essential Skills. Learners should have a language level of CLB 7 or higher.

Sample modules and exercises:

### 1. Listening Skills

- Understanding reduced forms, intonation and stress
- Taking notes in a lecture or meeting
- Understanding slang and profanity in the workplace

*Exercises include:*

- Strategies for taking notes
- Telephone role-plays in the workplace
- Understanding workplace discussions

### 2. Speaking Skills

- Practicing word stress and register
- Using common language functions for giving opinions, clarification, asking for opinions, interrupting, agreeing, etc.
- Preparing for and practicing public speaking

*Exercises include:*

- Strategies for using the international phonetic alphabet
- Situational role plays in the workplace
- Make a presentation

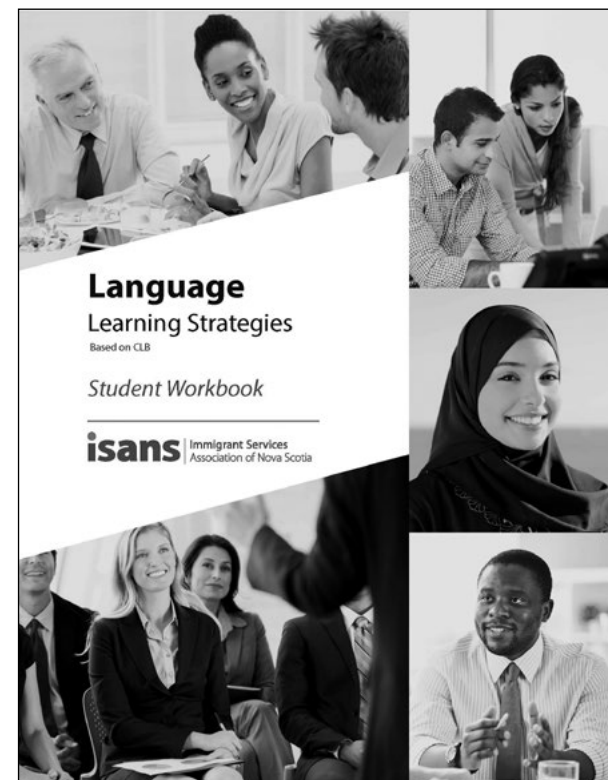
### 3. Reading Skills

- Building vocabulary in context
- Learning strategies for skimming and scanning
- Reading intensively and extensively

*Exercises include:*

- Vocabulary notebooks and dictionary usage
- Scanning a bus schedule and skimming the newspaper
- Reading for the main idea and reading for details

**Instructor Manual (Curriculum Guidelines, Student Workbook and Assessment Tools) - \$200.00**  
**Student Workbook - \$100.00**



## Pronunciation & Communication for Work

Pronunciation and Communication for Work is for learners who wish to improve their pronunciation to communicate better in the workplace. The aim of the curriculum is to give learners the ability to communicate with confidence in different professional and personal capacities with increased fluency. It covers a range of pronunciation skills, using both colloquial and formal language common to the Canadian workplace. This program was designed for learners at CLB 5-6, but can be adapted for CLB 7-8 with supplemental materials.

Sample modules and exercises:

### 1. Consonant and Vowel Sounds

- Identifying personally challenging consonant and vowel sounds
- Developing patterns for syllables and stress
- Exploring spelling patterns

*Exercises include:*

- Minimal pairs and tongue twisters
- Accurate prefix and suffix stress patterns
- Small talk dialogues

### 2. Intonation and Emphasis

- Identifying intonation and emphasis patterns
- Connecting emphasis and pitch with meaning
- Practicing changing intonation and emphasis

*Exercises include:*

- Pitch and intonation for emotion and attitude
- Modified emphasis and changed meaning
- Workplace conversations

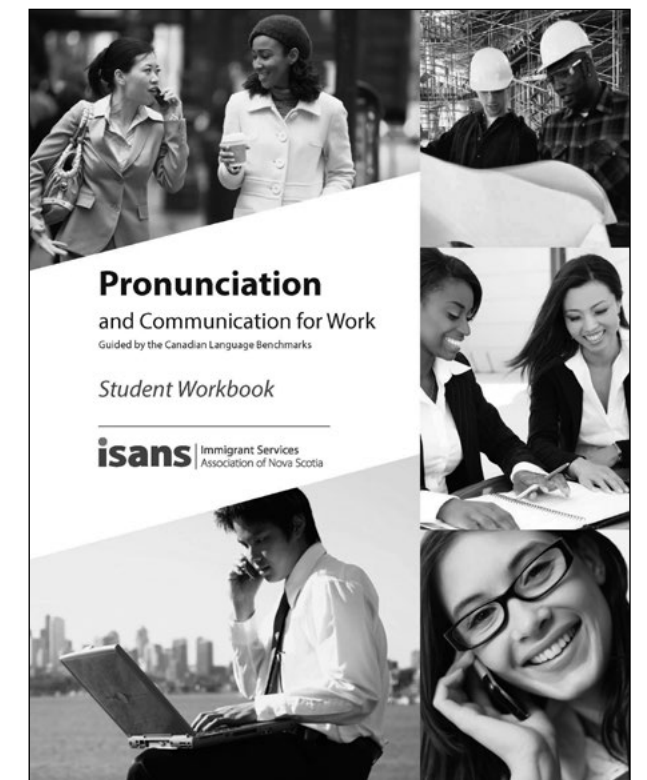
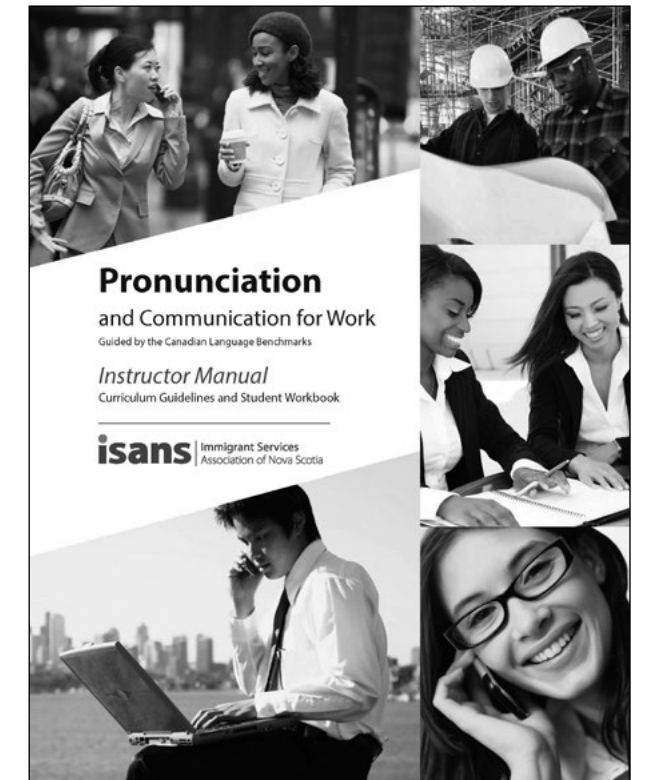
### 3. Thought Groups, Linking & Reduced Speech

- Chunking groups of words for fluency
- Stressing content words
- Exploring common linking and reduced speech sounds and patterns

*Exercises include:*

- Telephone communication
- Music and lyrics for thought groups
- Natural speech sounds and patterns of common use

**Instructor Manual (Curriculum Guidelines, Student Workbook and Assessment Tools) - \$200.00**  
**Student Workbook - \$100.00**



## ONLINE WORKPLACE COMMUNICATION EAL PROGRAMS

Please contact [info@isans.ca](mailto:info@isans.ca) for pricing of all online programs.

### Soft Skills: Professional Communication

This 4-week course focuses on the importance of culturally appropriate and effective communication skills in the Canadian workplace. Learners focus on how to give a presentation, conduct themselves in professional meetings, interact with colleagues and give constructive feedback. Each unit includes reading assignments, group discussions, interactive quizzes and mandatory final assignment to be submitted for instructor's feedback.

After completion of this course, learners will better understand professional etiquette in Canada and will be able to communicate confidently with their colleagues and superiors. All activities are benchmarked. Learners should have a language level of CLB 7 or higher.

### Workplace Writing I

This 8-week course focuses on basic writing skills in the workplace. This includes paragraph development, taking notes, email writing, sentence structure and reading strategies. Learners focus on writing with a clear sense of audience and purpose.

By the end of this course, learners will be able to structure a paragraph, write a work-related email and read a work-related text. Learners will actively participate in group discussions, complete quizzes and submit assignments for assessment. All activities are benchmarked. Learners should have a language level of CLB 4 in reading and writing.

### Workplace Writing II

This 8-week course focuses on the mechanics of workplace writing. This includes paragraph review, the writing process, audience and purpose, organization, unity, formality, etiquette and editing. Learners focus on writing with appropriate tone and formality.

By the end of this course, learners will write a two paragraph workplace email and will develop their reading comprehension to understand the purpose, audience and implied meanings of a text. Learners will actively participate in group discussions, complete quizzes and submit assignments for assessment. All activities are benchmarked. Learners should have a language level of CLB 5 in reading and writing.

### Soft Skills: Working with Others

This 4-week course introduces culturally appropriate interactions in the workplace. Learners focus on how to negotiate, network, interact with others and manage conflict. An understanding of these skills will simplify interactions with Canadian colleagues and assist in creating fulfilling professional relationships. Learners will complete content based quizzes, submit assignments to the course instructor and participate in group discussions.

After completion of this course, learners will understand professional etiquette in Canada and will be able to communicate confidently and effectively with their colleagues and superiors. All activities are benchmarked. Learners should have a language level of CLB 7 or higher.

### Workplace Writing III

This 8-week course focuses on different styles of writing, including narrative, persuasive, technical, comparative, cause and effect, business and expository writing. Learners focus on writing with appropriate tone and formality. Each writing style is accompanied by different reading strategies.

By the end of the workshop, learners will be able to write a 3-4 paragraph work-related document. Additionally, learners will develop reading strategies to make inferences, draw conclusions, understand implied meaning and distinguish fact and opinion. Learners will participate in group discussions, complete quizzes and submit assignments for feedback from the instructor and assessment. All activities are benchmarked. Learners should have a language level of CLB 6 in reading and writing.

### Clear Speaking Online

This 5-7 week course focuses on increasing accuracy and fluency in pronunciation. Learners complete a pre-course assessment and questionnaire which the instructor uses to map out an action plan for each client. The course is contextualized for the workplace and is comprised of video lessons, quizzes, listening material, voice recordings for practice, and real-time practice sessions. Topics covered in this course include word and sentence stress, emphasis, intonation, reduced speech, linking, and thought groups.

Upon completion of this course, learners will be able to communicate with increased fluency in the workplace. Learners should have a language level of CLB 5 or higher.

## ONLINE SECTOR-SPECIFIC EAL PROGRAMS

Please contact [info@isans.ca](mailto:info@isans.ca) for pricing of all online programs.

### Communication Skills for Healthcare Professionals

This program focuses on the professional communication skills internationally-educated healthcare professionals need to be successful in their fields. Learners focus on communicating empathetically and respectfully with patients and peers, active listening skills, the stages of effective patient-centered care, and cultural expectations and beliefs affecting patient care. The online format includes assignments, group discussions and interactive quizzes.

After completion of this course, learners will be able to communicate professionally in the healthcare sector. All activities are benchmarked and incorporate Essential Skills. Learners should have a language level of CLB 6 or higher.

This course can be combined with Communication for Internationally Educated Healthcare Professionals to create a blended opportunity for learners, meeting face-to-face once a week and completing the online work on their own time.

## ONLINE BUSINESS WORKSHOPS

### Introduction to Business in Canada

This introductory workshop helps immigrants learn about fundamental aspects of the framework of Canadian business as they consider starting a business in Canada. Participants will explore Canadian business regulations, structure, culture, business, banking, funding alternatives, taxation, insurance and planning.

Through presentations and assignments, participants will gain an understanding of the Canadian business landscape before embarking on their own business ventures in Canada. Learners should have a language level of CLB 6 or higher.

### Communication Skills for Engineers

This program focuses on the professional communication skills internationally-educated engineers and technical professionals require to be successful in their fields. Learners focus on business and technical writing, working with others, networking, public speaking, meeting language, workplace culture, and ethics in engineering. The online format includes assignments, group discussions and interactive quizzes.

After completion of this course, learners will be able to communicate professionally in the engineering sector. All activities are benchmarked and incorporate Essential Skills. Learners should have a language level of CLB 6 or higher.

This course can be combined with the orientation module from Orientation and Communication Skills for Engineers to create a blended opportunity for learners, meeting face-to-face once a week and completing the online work on their own time.

## ONLINE EMPLOYMENT WORKSHOPS

Please contact [info@isans.ca](mailto:info@isans.ca) for pricing of all online programs.

### Job Search Strategies

This workshop will help immigrants find employment in Canada. Participants learn job search skills; identify transferrable and employability skills; research occupations and identify regulated and non-regulated occupations; write general resumes, targeted resumes and cover letters; learn networking and marketing skills; and learn about how to prepare for interviews and interview follow-up.

Each section includes case studies, assignments, video interaction, quizzes, reading material and professional tips. Participants participate in class discussions and communicate regularly with the course facilitator. Participants should have a language level of CLB 6 or higher.

### Canadian Workplace Integration (self-directed study)

This workshop focuses on cultural integration in the Canadian work place. Participants will learn communication styles, soft skills, cultural communication, working with differences and mastering workplace English.

This self-directed study course will make participants aware of the cultural aspects of working in Canada, which will ease the transition into the Canadian workplace. This workshop can be used as an independent learning tool or combined with another workshop which focuses on the Canadian job market. Participants should have a language level of CLB 6 or higher.

## ONLINE TEACHER TRAINING

### Teaching EAL Literacy Learners: Online Instructor Development Course

This is a facilitated 10-week course for EAL instructors who want to increase their understanding of EAL Literacy. This online instructor development course provides you with the theoretical and practical knowledge needed to work in the field of EAL Literacy. Participants in this course explore strategies and approaches for teaching EAL Literacy; lesson planning; language skills development; teaching EAL Literacy at CLB 1 L, CLB 2 L and CLB 3 L; numeracy and other essential skills; and assessment.

*Course Prerequisite: Must be a certified EAL instructor*

### Working in Canada (self-directed study)

This workshop focuses on the roles and responsibilities of an employer and an employee in Canada. Participants will learn how employees are paid, key elements of an employment contract, workplace culture and organization, legislation for workplace protection, tax forms and Canadian employer expectations.

Each unit is supplemented by quizzes and online resources to ensure comprehension. This self-directed study workshop will answer the questions of immigrants who will enter the Canadian workforce. Participants should have a language level of CLB 6 or higher.

Contact [info@isans.ca](mailto:info@isans.ca) for online programs pricing structure.

### Publication Order Form

	Title	Quantity	Price	Total Cost
Communication for Work and Business	Instructor Manual (Curriculum Guidelines with Student Workbook and Assessment Tools)		\$200	
	Student Workbook		\$100	
Language Learning Strategies	Instructor Manual (Curriculum Guidelines with Student Workbook)		\$200	
	Student Workbook		\$100	
Pronunciation and Communication at Work	Instructor Manual (Curriculum Guidelines with Student Workbook)		\$200	
	Student Workbook		\$100	
Communication for Internationally Educated Healthcare Professionals	Instructor Manual (Curriculum Guidelines with Student Workbook and Terminology Guide)		\$300	
	Student Workbook and Terminology Guide		\$100	
Orientation and Communication Skills for Engineers	Instructor Manual (Curriculum Guidelines with Student Workbook and Assessment Tools)		\$300	
	Student Workbook		\$100	
LINC - Community Language Curriculum Guidelines 1-3 (CD)			\$90	
LINC - Community Language Curriculum Guidelines 1-3 (CD)			\$90	
Through the Lens-Helping Newcomers Speak about Racism and Discrimination in Canada			\$50	
Changing Lanes - EAL Literacy Series - individual books			\$20 each	
Changing Lanes - EAL Literacy Series - set of 7 books			\$90	
Subtotal				
Postage & Handling within Canada only		up to 3 publications	\$20	
		4 - 6 publications	\$35	
		7 + publications – call for a quote		
Total				

*Please provide shipping information:*

Name, Company Name:

Street Address, City, Province, Postal Code:

Phone, Email:

*Please include a cheque payable Immigrant Services Association of Nova Scotia with your order.*

6960 Mumford Road • Suite 2120  
Halifax • Nova Scotia • Canada • B3L 4P1  
Phone: 902.423.3607 • Fax: 902.423.3154

[www.isans.ca](http://www.isans.ca)

FSC logo