

## About York Catholic District School Board and COSTI

York Catholic District School Board (YCDSB) and COSTI are committed to providing learning opportunities to individuals for their successful integration and employment into Canadian society. Both organizations have extensive experience in curriculum development and language training. We have over 20 years of experience in offering a variety of language training programs to the community.

English as a Second Language courses for academic and job-specific purposes are currently available in the day, evening and weekends, throughout York Region.

YCDSB is an educational institution offering adult language training through the Adult and Continuing Education Department.

COSTI is a multicultural non-profit organization providing educational, social and employment services to the immigrant community. COSTI has been working with employers for over 55 years. Each year, over 1,800 employers work with COSTI to meet their Human Resources needs.



## Language Training at the Workplace

For more information about the Language Training at the Workplace program please contact:



### Program Manager

Adult and Continuing Education

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# Language Training at the Workplace

The right strategy in meeting the needs of your diverse workplace.



This program is funded by the Government of Ontario.



This program is offered by the York Catholic District School Board in partnership with COSTI.



## Language Training at the Workplace

Enhance employee job performance and trainability by providing your employees with an opportunity to improve their English in your business environment at **no cost to you!** Certified Instructors are available to provide 30 hours of English instruction in your work place at your convenience!

### Funded by the Ontario Ministry of Citizenship and Immigration, the Language Training at the Workplace Program provides:

- Job specific language training provided on or off site
- Program set-up and delivery at no cost to you
- Language instruction tailored to your organization's needs
- Flexible schedules to accommodate shift work

### Benefits to your organization

- Improved workplace communication skills
- Better understanding of workplace culture
- Increased awareness of Health and Safety at the workplace
- Enhanced job performance and trainability



# How it Works

## Step 1: Needs Analysis

Meet with the company to discuss English language training needs  
Identify suitable training schedules & timelines



## Step 2: Language Assessment

Assess and review language levels of employees  
Develop materials and curriculum



## Step 3: Program Planning and Set-up

Site visit by instructor to meet with company representative  
Review and modify curriculum with employer



## Step 4: Program Delivery

Provide 30 hours of English language training

The Language Training at the Workplace program is customized to your business needs. You select the topics and language functions most suitable for your business environment. The following are commonly requested topics:

### Production Workers

- Work related terminology
- Reading and understanding work manuals, WHMIS and MSDS
- Asking for clarification
- Canadian Workplace Culture

### Management/Supervisory Positions

- Presentations
- Meetings
- Conducting interviews
- Conflict resolution
- Canadian Workplace Culture
- Written and oral communication

### Customer Service Employees

- Telephone and daily communication
- Greeting and assisting customers
- Office terminology
- Clarity of pronunciation
- Handling difficult customers
- Canadian Workplace Culture
- Handling correspondence

