

# Thank you First Nations, Inuit, and Métis

- New Language Solutions is based in Ottawa, Ontario. We acknowledge that our head office is on the traditional, unceded territory of the Algonquin Anishnaabeg People. Beyond Ottawa, we have staff working in locations across Canada. New Language Solutions is grateful to have the opportunity to work as a guest in communities and territories across the country, and we honour the stewardship of the many Indigenous peoples who have resided on these lands since time immemorial.
- We make our acknowledgement as a sign of respect for all Indigenous Peoples of Turtle Island, past and present. We accept the true impact of the past and the pain suffered by generations of Indigenous Peoples. As an agency that works to support the integration of newcomers into Canadian society and cultures, we resolve to support activities that are inclusive of Indigenous Peoples. We will make our best efforts to address a history of injustice to First Nations, Metis and Inuit peoples.
- We encourage our frontline staff and clients to discover whose traditional territories they live on and pause to reflect on the hospitality shown to us as guests in these territories.

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# Avenue Services to the Ontario Settlement Language Training Sector

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December 4, 2024



**FORWARD  
TOGETHER**

CESBA Conference 2024

December 4-5

CELEBRATING 25 YEARS

**AVANCER  
ENSEMBLE**

Conférence de CESBA 2024

4-5 décembre

CÉLÉBRONS NOS 25 ANS

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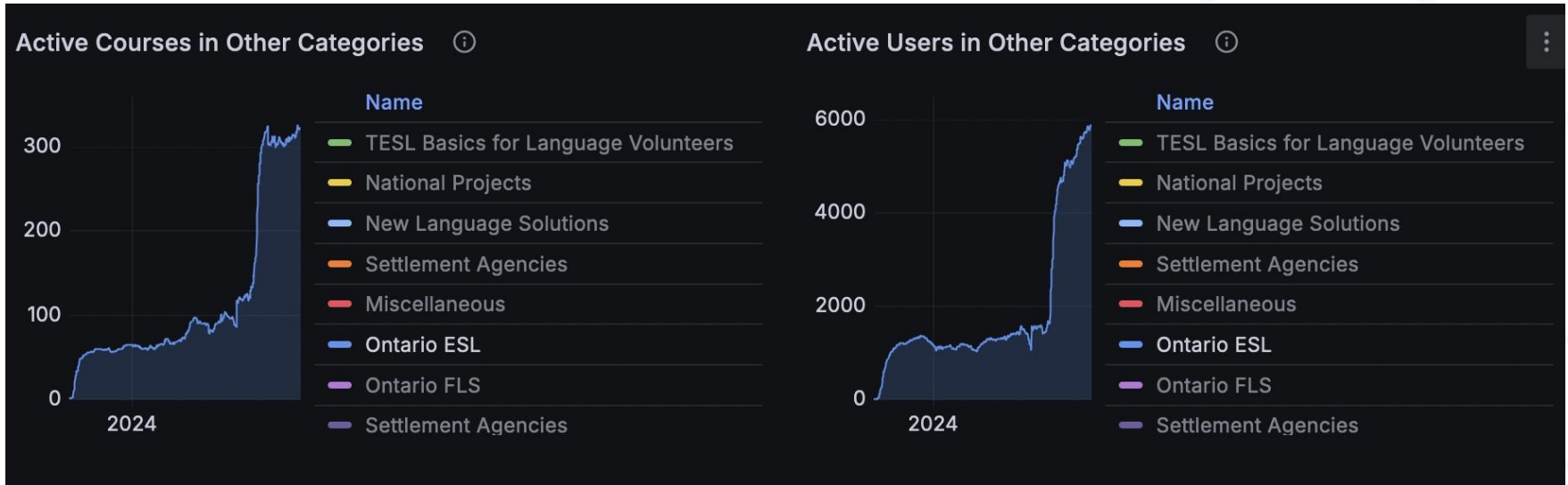
Ontario



# Workshop Overview

- Avenue User Survey and leadership training
- Updates: Avenue and Ontario SPO consultations
- ALT & LINC Program synergies
- Role of local leadership
- Avenue Standards for TELL
- CanAvenue for independent learning
- TBLV and TBLV Works
- Discussions and Q&A

# Ontario MLITSD ALT Uptake 23 - 24



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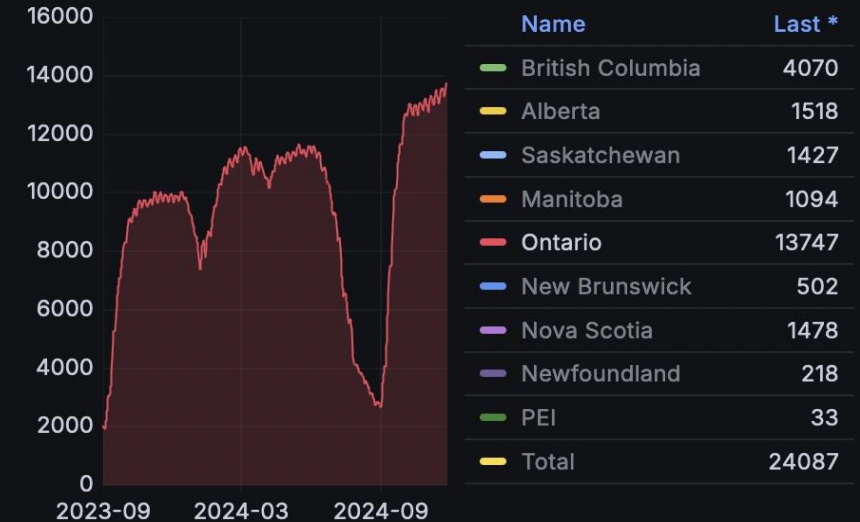
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# Ontario IRCC LINC Uptake 23 - 24

Active LINC Courses by Region ⓘ



Active LINC Users by Region ⓘ



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# Avenue User Survey

- Survey open from November 30, 2023, to January 15, 2024
- Invitations sent to contacts in project database (Avenue users)
- 285 responses (instructors 92%, managers 5%, others 3%)

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Q5: Which of the following online learning options is your program using?

Rank your responses from top (1) to bottom (8), N/A for not used

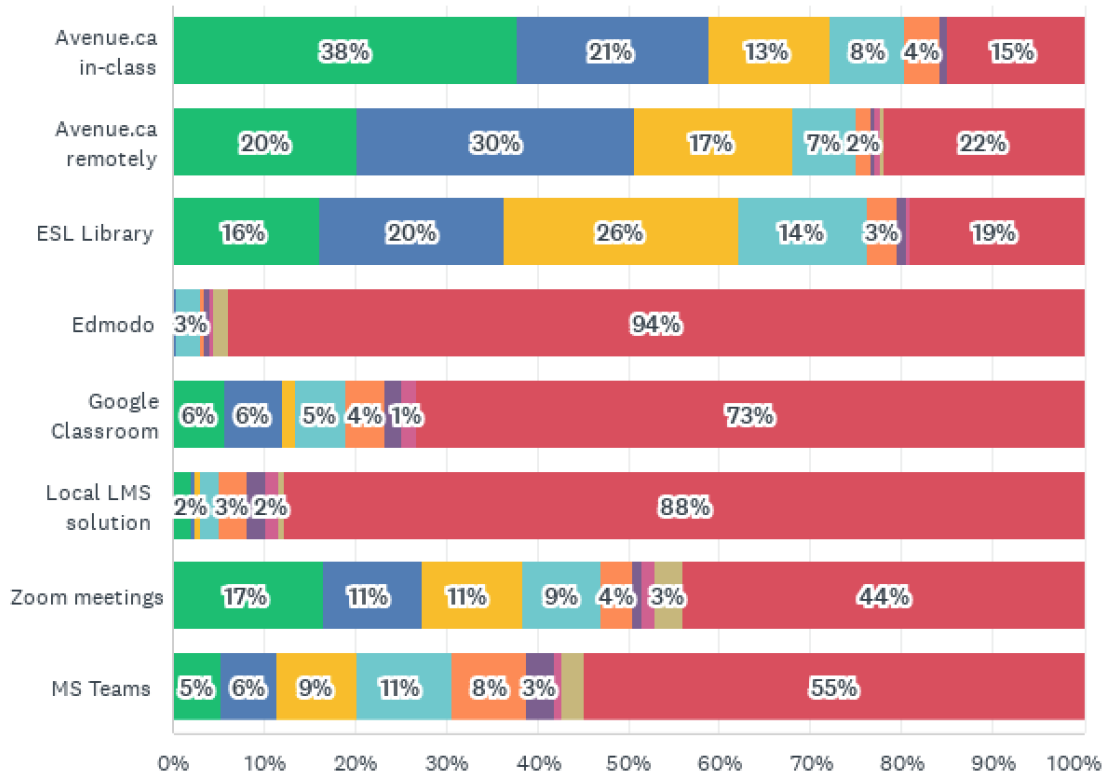
- Avenue.ca remotely
- Avenue.ca in-class
- Local LMS solution
- Google Classroom
- Zoom Meetings
- MS Teams
- Edmodo
- ESL Library / Ellii



Q5: Which of the following online learning options is your program using?

Ranked responses from top (1) to bottom (8), N/A for not used

(responses from instructors)



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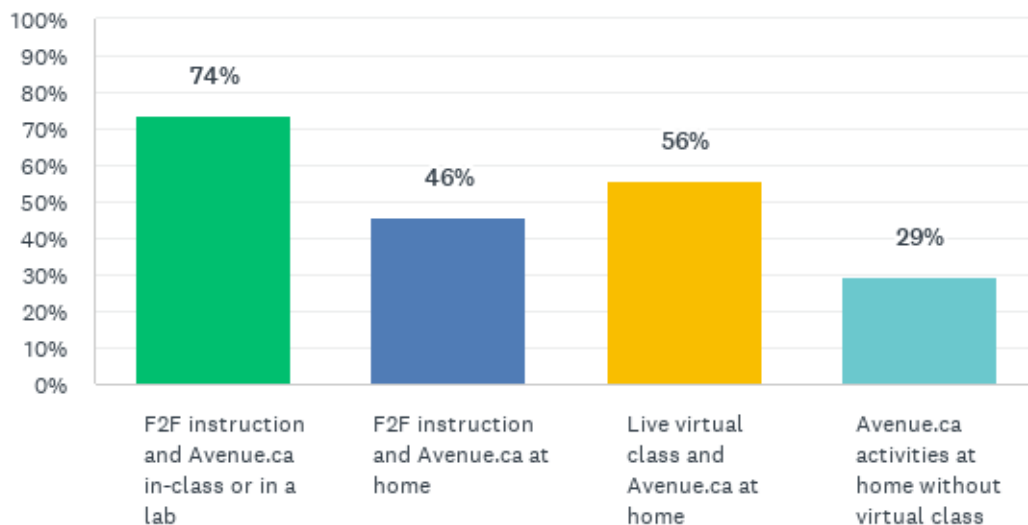
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## Q6 If your program uses Avenue.ca, how has it been used? (Choose all that apply)



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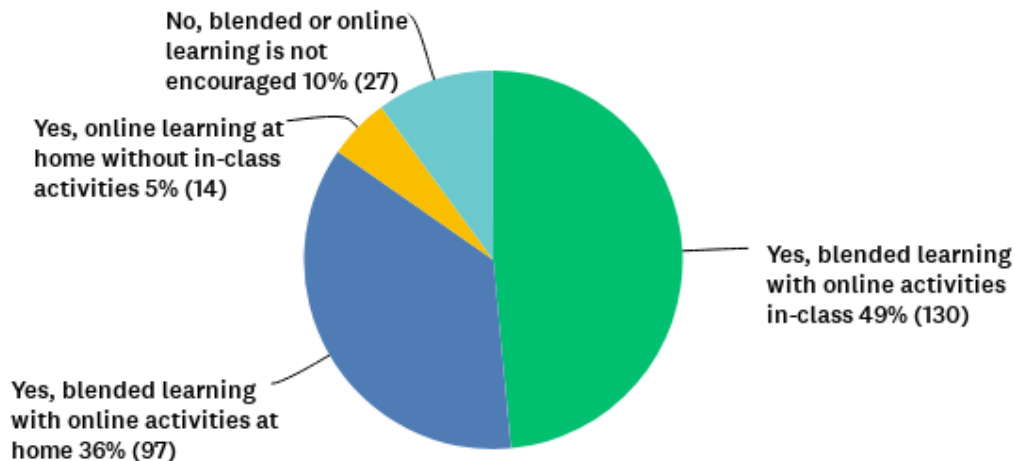
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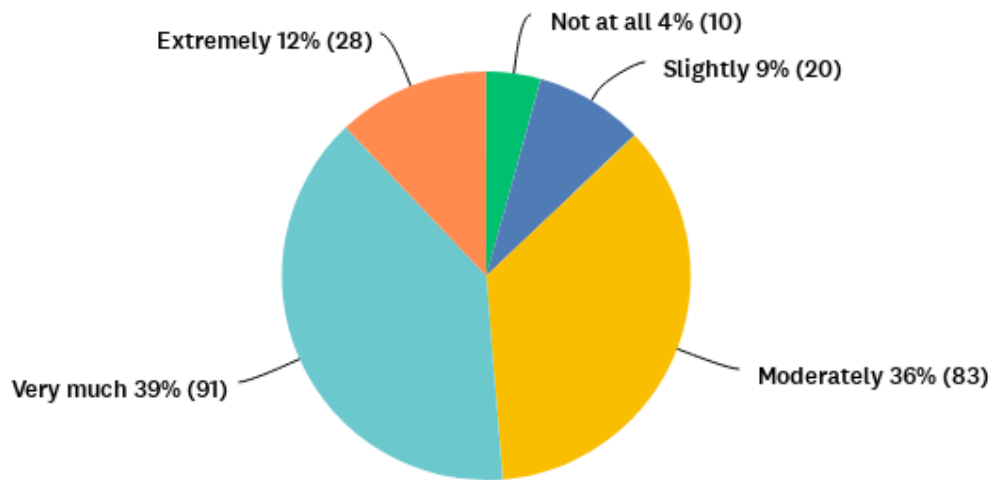
Ontario



## Q9 Does your program encourage teachers to use blended or online learning?



## Q20 How much do your learners like learning English with Avenue.ca?



# What professionals are telling us...

## Time Savings:

- Centralized platform
- Quick access to resources
- Automated features
- Reduced administrative burden

## Effectiveness:

- Improved outcomes
- More engagement
- Personalized learning

## Efficiency:

- Online learning
- Better communication
- Standardized materials
- Time Efficiency

## Improvements to Teaching Practice:

- Engaging activities
- Data-driven insights
- Collaboration

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# Summary

- Frustration: Teachers are experiencing when not finishing Stage 2 – min. Stage 2 needed but Stage 3 is recommended
- LiveHelp: Many teachers don't know about it and others who use it may not have finished Stage 2
- Chatbot: Responds to common questions and frees up Live help staff to support teachers beyond Stage 2
- Avenue PD: Call to program administrators and funders for paid release time until end of Stage 3

# Summary

- Many users find that Avenue.ca can be a time-saving, efficient, and effective tool for language learning, contributing to a better work-life balance
- Avenue.ca has the potential to streamline teaching practices and improve learning outcomes for both instructors and students.

*“Thank you for the Avenue. It saves so much time. Sometimes, I wonder: how did I do it before merging to the Avenue? Just FYI.” (Survey respondent)*

# Avenue Updates

- CourseBuilder
  - e-catalogue
  - course request form > templates
- E-portfolio updates
- New training (streamlined instructor training, supply instructor training, volunteer training)
- Instructor supports: live help, new help tab (in development), webinars (videos)
- Administrator supports
- Avenue Standards for Technology-enhanced Language Learning – to be discussed later

# Avenue's CourseBuilder - eCatalogue

## E-catalogue:

over 450 e-units/modules

25 categories based on settlement themes, skills or areas of learning  
enhanced Employment and Workplace Communication content

CLB-aligned, task-based,

reflecting PBLA practices, including assessment tasks and tools

e-units are used to build courses

instructor can preview and select e-units - [demo](#)



# CourseBuilder – course requests

Use e-unit card to pin the unit

Pin minimum 2 units

Complete a course request form

select a type of course: live or sandbox

select a template

complete all other information



Home and Community

Communicate with Your Landlord

- 🎯 CLB 3
- 👍 CLB 3, CLB 4
- 🍃 Toronto Catholic District School Board

👤 👁️ ⓘ

# Organizational Course templates

A template – a course shell with some content

communication tools

orientation for learners

blocks - [demo](#)

Benefits: customized content based on SPO's needs

specific content: logo, policies, tools, contact information, useful links

how to create and submit a template for CourseBuilder

# E-Portfolio

Updated Binder content

E-portfolio

setup

artefact view

instructor and learner view

additional features: uploading and downloading artefacts; tagging

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# E-Portfolio, “The Binder”

SPO Managers/Administrators’ tools:

Course and e-Portfolio Access for SPO Managers

Monitoring learner attendance and involvement

Monitoring learner progress - Learner Progress Summary on Avenue

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# Avenue Development Status Page



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# Ontario SPO consultations

## Program planning and delivery:

Variety of options (modalities, course formats and content)

Ready-to-use content – less material development and streamlined planning

Consistency

## Instructor training:

Consistency and options

Challenges: time and cost/funding (unionized workplace);

More orientation needed – focus on best practices

# Avenue Standards for Technology-enhanced Language Learning (TELL)

- Learner
- Instructor
- Program



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# TELL Standards Dissemination & Promotion

- ✓ Threaded into the LearnIT2teach instructor training stages
- ✓ Four Standards micro-credentials created for Avenue Learning Leadership Course
- ✓ Creative Commons license allows reproduction & derivative versions
  - French translation -1/3 Done
  - Influencing National Curriculum Framework -Ongoing
  - Conferences & webinars (P2P, ATESL, TESL ON, CESBA, BC TEAL and others)-Ongoing



# TELL Standards: Current & Future

- Continue dissemination & PD
- Keep standards alive & evolving
- Create SPO-wide course to encourage local innovation & better practices
- Influence CLB updating & revisions

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# Avenue Learning Leadership Course

- Mentored online course for managers, lead teachers, digital navigators
- Two parts, each consisting of six weekly units
- Collaborative cohorts & additional elective units
- Tech standards, leadership & innovation, AI, CALL & TELL, Avenue – LearnIT2teach, ‘Capstone Project’
- Will be TESL Ontario PTCT Certified

# Avenue Learning Leadership Course

## *New cohort begins January 11 24*



# More Information

## Avenue Standards for TELL

- Program Standards
- Instructor Standards
- Learner Standards
- Request your Pdfs at [avenue.ca](https://avenue.ca).



## LearnIT2teach-Avenue 4-stage teacher training

- Best Practices course
- **QR Code Teacher training request form for LINC/CLIC or ALT managers:**



# CAN Avenue

## Learner Value Proposition:

- Accessibility: Free, open-access, and available anytime, anywhere.
- Learning efficacy: extensive and intensive reading and listening modules, writing, speaking and pronunciation practice, online language skills assessment.
- Aligned with the Canadian Language Benchmarks.
- Relevance: Focused on real-life situations, skill-building and practical English for newcomers.
- Supportive Content: Provides cultural orientation alongside language training, helping users integrate more effectively into Canadian society.
- Learner social engagement and sharing of newcomer stories through moderated forums and blog posts.

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# CAN Avenue

- An informal open access online platform for English language learning and Canadian orientation for:
  - Prospective immigrants before their 'arrival'
  - Newcomers on waiting lists for formal language training
  - Learners in formal LT (LINC or other) and needing or wanting supplementary curriculum
  - Newcomers preferring to learn autonomously or facing formal LT barriers
  - Newcomers who have exhausted their formal LT eligibility and still want to develop their skills
  - Refugee claimants
  - Temporary foreign workers

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- Two broad proficiency levels: CLB 3/4, & 5 – 7, + Literacy
- eUnits include:
  - Orientation to independent language learning
  - Orientation to formal language learning
  - Extensive Reading / Extensive Listening libraries
  - Pronunciation practice
  - Citizenship test preparation
  - Updated legacy EduLINC skill builders (Pre-PBLA)
  - Links to external web apps
  - Language skills assessed through OSA (Achev)

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# CAN Avenue

## Learner Engagement & Feedback

- News forum
- Moderated social forum
- Gamification & badges for module completion
- Module rating scales
- Polls & votes
- Reminders
- Survey
- Soliciting newcomer 'Stories' through activities
- Micro-webinars



# CAN Avenue

## Teacher Affordances

- Orientation to Formal LT
- Remedial learning
- Extracurricular work
- Orientation to Independent Language Learning

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# ■ CAN Avenue ■

## Initial target learners (October 24 – March 25):

- Newcomers on LINC waiting lists
- Avenue users' friends, family, colleagues, communities

## Additional learner recruitment as of April 1 25:

- Reached through promotion to formal LT providers, settlement services agencies, PINs, LIPs, TRIEC (& similar)
- Search engine optimization (SEO)
- Social media (LinkedIn, What's App, Facebook, Instagram)
- Webinars

# **TBLV** TESL Basics for Language Volunteers

- Prepares Volunteers to work in classrooms or community settings
- Delivered through partnerships with front line agencies
- Seven engaging weekly units

## **TBLV Works**

- In development
- For employment preparation or workplace training.

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# Discussions and Q&A

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# Thank you CESBA! Merci Participants!

## Contact info

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# Tell us what you think!

Visit:

[www.cesba.com/2024surveys](http://www.cesba.com/2024surveys)

or use the QR code to share  
feedback on this workshop.



# Thank you

# Merci



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